



# 911 PROFESSIONAL BEST WORKSHOPS

**fun** FUNDAMENTAL TRAINING

## CALL TAKING MASTERY STUDENT COMMENTS

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Best training I have had in 9 years. Really impressed by the experience and knowledge of Sue. I'm proud of my job now, like I once was.

— *Dauas Ford, Butte County Dispatch*

I really enjoyed the class, enjoyed listening and applying my own knowledge to the group.

— *Linda Phillips, Winner PD*

Very good examples, very knowledgeable and caring instructor. Thank you for this class.

— *Wendy Carroll, Pierre PD*

I felt lucky to be here, very worthwhile.

— *Roland Zachow Winner PD*

Loved the class. Loved the overview of how negativity can interfere with the work of call taking! Loved information on the promise.

— *Sandra Koenecke Clearlake 911*

Great reminder of what is important — made me proud to hear dispatchers do well, what a concept.

— *Laurie Greely Lawrence County Sheriff*

It is great to be reminded of the importance of the basics, even after all these years. Thanks. Great speaker, Sue is very knowledgeable. I feel much better about the job I do when there are resources like Sue to speak to.

— *Shelley Dragoo Larence County Sheriff*

I learned how your knowledge, skills and attitude can work for or against you and the job.

— *Gail Taylor Devel Co Sheriff*

Levels of competence was great. *NEW stuff*. Refresher on TOOLS for my trainee. I need to go through my SOGs and training and add what I learned here today.

— *Sue Lynn Dispatch Trainer SD*