



PEI-911 Online

CHALLENGING CALLERS, 3rd Edition – Communicating with Children, the Elderly and the Mentally Impaired

Most callers who wish to report a crime or need assistance are ordinary individuals experiencing unordinary events. You know how to take these calls and process them efficiently and effectively. But what happens when the caller is a child, or is elderly, or is suffering from a mental impairment such as Alzheimer's or Autism? Do you have the tools, and most of all the patience, to assist those callers? This comprehensive 3-week course helps you gain a better understanding of how to effectively communicate with these challenging caller types.

PREREQUISITES:

Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Understand and apply effective active listening techniques.
- Understand and apply the general guidelines for communicating with verbally impaired callers.
- Develop a general understanding of the most common serious mental illnesses that can inhibit communication.
- Understand and apply the general guidelines for communicating with the mentally impaired.
- Understand and apply the general guidelines for communicating with the elderly, including those with Alzheimer's.
- Understand and apply the general guidelines for communicating with children, including those with Autism.

WHAT YOU WILL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials – build a support network of friends in like positions.
- One-on-one mentoring - feedback and assistance from your instructor as you gain a basic understanding of how to effectively communicate with these challenging caller types.
- Certificate of Completion from **Profile Evaluations, Inc.** awarding **8 training hours** upon successful completion of the course.

COURSE OUTLINE:

Week 1: The Big Picture

- Active Listening – The Key to Effective Communications
- General Guidelines for Communicating with Verbally Impaired Callers

Week 2: The Mentally Impaired

- Mental Illness
- "Frequent Flyers"
- Guidelines for Communicating with the Mentally Impaired
- Suicidal Thoughts or Actions

Week 3: The Elderly and the Child Caller

- Guidelines for Communicating with Elderly Callers
- Guidelines for Communicating with Child Callers
- Dealing with Autism and Autism Spectrum Disorders (ASD)
 - Guidelines for Communicating with an Autistic Child or Adult
- Course Wrap-Up and Final Exam

TUITION: THIS COURSE IS TAUGHT OVER 3 WEEKS VIA PEI-911 ONLINE.

\$270.00 – includes all course materials

Register 4 or more students and receive a 10% discount!

2026 COURSE DATES

January 5, 2026 – January 25, 2026

February 2, 2026 – February 22, 2026

March 2, 2026 – March 22, 2026

April 6, 2026 – April 26, 2026

May 4, 2026 – May 24, 2026

June 1, 2026 – June 21, 2026

June 29, 2026 – July 19, 2026

August 3, 2026 – August 23, 2026

August 31, 2026 – September 20, 2026

October 5, 2026 – October 25, 2026

November 2, 2026 – November 22, 2026

November 23, 2026 – December 13, 2026