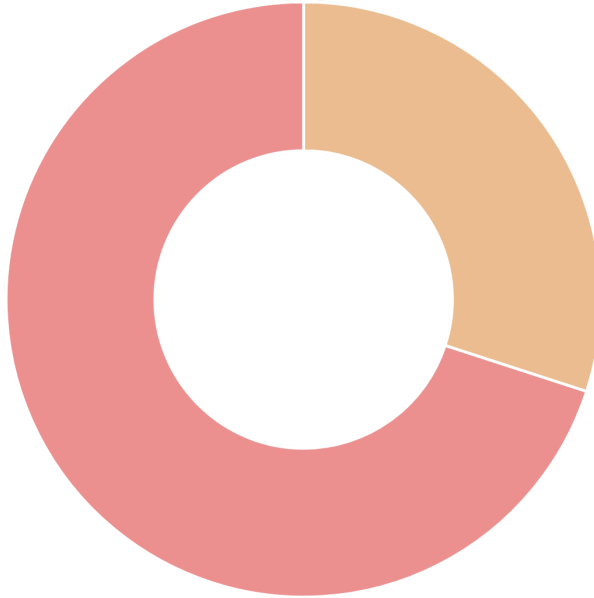


Building 911 LifeBridges to Suicide Callers - Core Concepts: live-virtual class

911 Training Institute Course Evaluation

1 This class was helpful to me at this stage of my career



0% (0)
Strongly Disagree

0% (0)
Disagree

0% (0)
Neither Agree nor Disagree

30% (6)
Agree

70% (14)
Strongly Agree

5.51
Standard Deviation

20
Responses

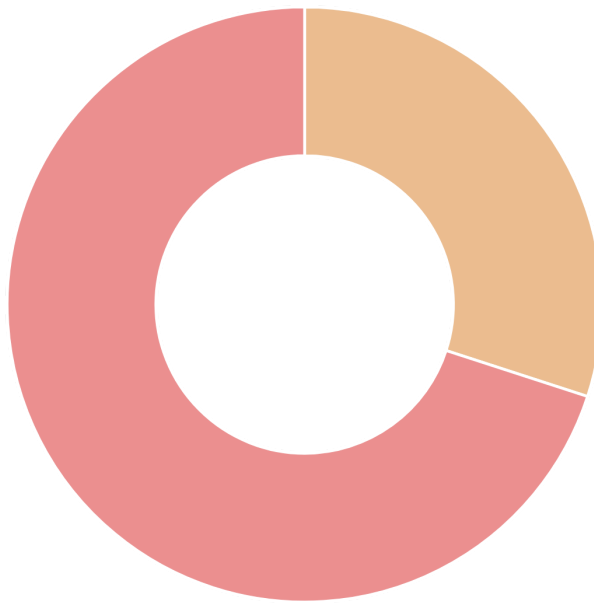
Comments

As a new dispatcher, this has been very helpful. I'm used to seeing the final result of a suicide, but getting the tools to help prevent that is a great opportunity.

This class was very helpful.

This class was amazing! I am very passionate about helping these types of callers, and this class was interesting to learn new ways to help them!

2 The topic was well relevant and valuable to me



0% (0)
Strongly Disagree

0% (0)
Disagree

0% (0)
Neither Agree nor Disagree

30% (6)
Agree

70% (14)
Strongly Agree

5.51
Standard Deviation

20
Responses

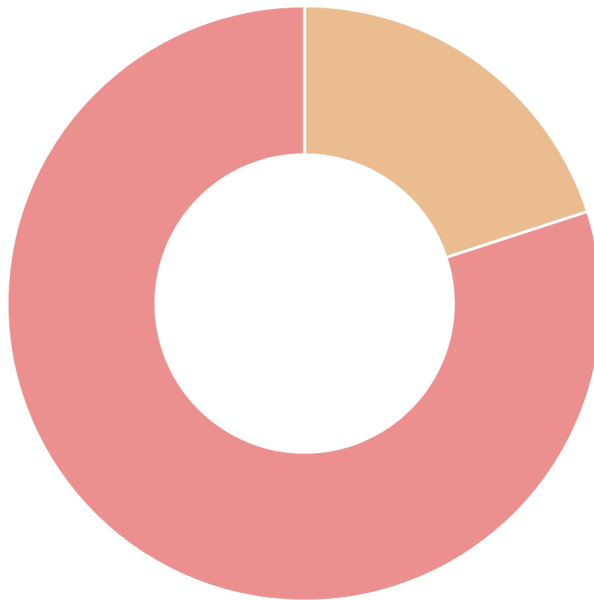
Comments

There was so much that was taken from this that can be used on more than just suicidal callers. I only hope that I'm able to remember these topics as I progress in my career.

The topic and the amount of information and resources the instructor provided was fantastic.

This was amazing because suicide and mental health is very close to my heart.

3 The instructor was well prepared



0% (0)
Strongly Disagree

0% (0)
Disagree

0% (0)
Neither Agree nor Disagree

20% (4)
Agree

80% (16)
Strongly Agree

6.2
Standard Deviation

20
Responses

Comments

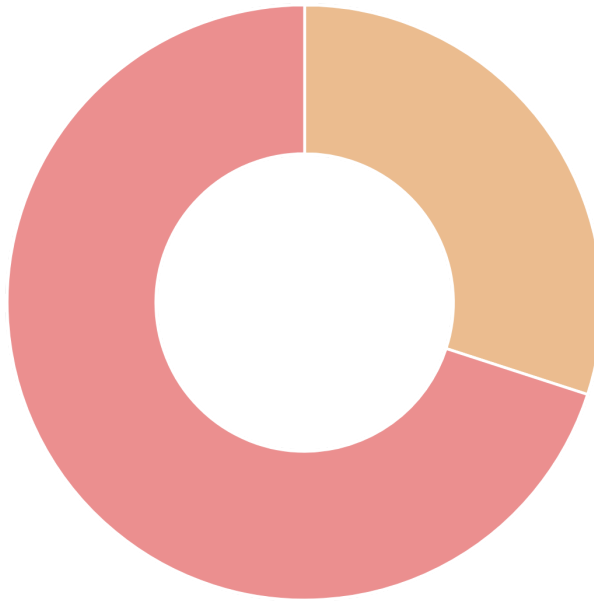
I was very grateful for the the knowledge that Jim brought to this course. Very informative, helpful and detailed.

The instructor is amazing in what he does. He has a strong passion and dedication to share his knowledge.

Excellent speaker!

He knew his material very well and it was extremely easy to follow

4 The information was delivered so that I could understand the topic



0% (0)
Strongly Disagree

0% (0)
Disagree

0% (0)
Neither Agree nor Disagree

30% (6)
Agree

70% (14)
Strongly Agree

5.51
Standard Deviation

20
Responses

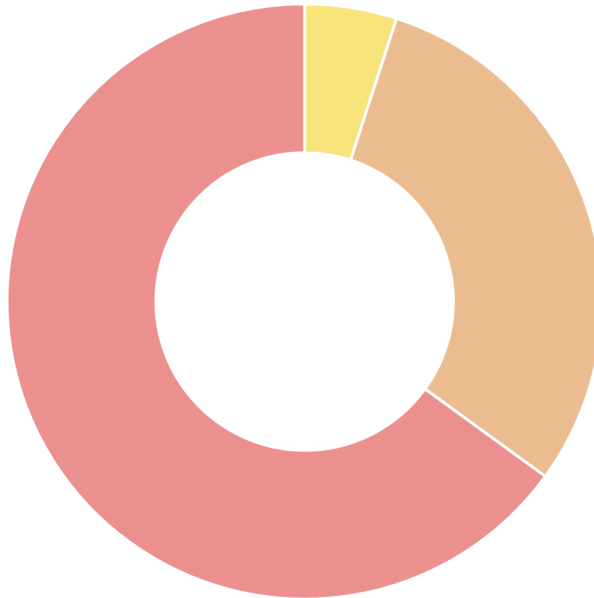
Comments

Jim was very engaging and helpful. He not only took the time to explain in detail, but ensured that we understood it as he went along.

Very pleasant and was great at interacting and keeping everyone engaged.

see above comment

5 The class was well organized



0% (0)
Strongly Disagree

0% (0)
Disagree

5% (1)
Neither Agree nor Disagree

30% (6)
Agree

65% (13)
Strongly Agree

5.02
Standard Deviation

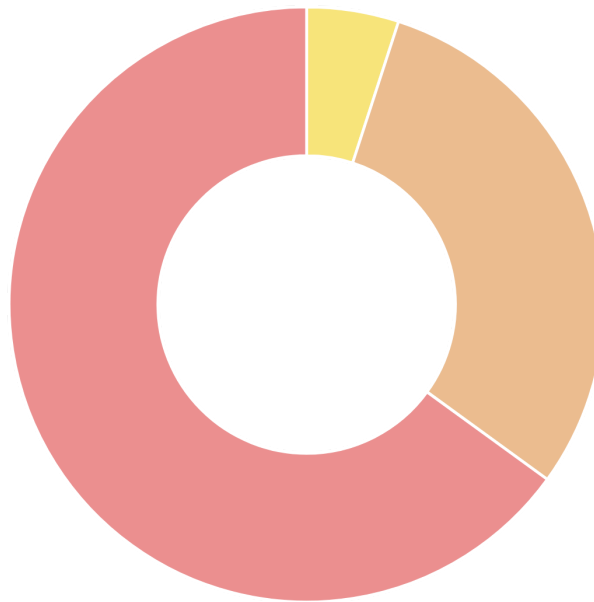
20
Responses

Comments

Thank you again for the information and all the downloads.

Last portion of class and slides was rushed but I feel contained the most valuable information. Spent a lot of time on the call with Joe and Dispatcher Debbie, some of which was relevant and reinforced concepts, but some was not and was excessive. Also breathing exercises were potentially valuable to some, but felt would have been more appropriate in a stress relief or burnout type of class.

6 Pre-class resources (course materials, virtual class instructions) were helpful in supporting the learning experience



0% (0)
Strongly Disagree

0% (0)
Disagree

5% (1)
Neither Agree nor Disagree

30% (6)
Agree

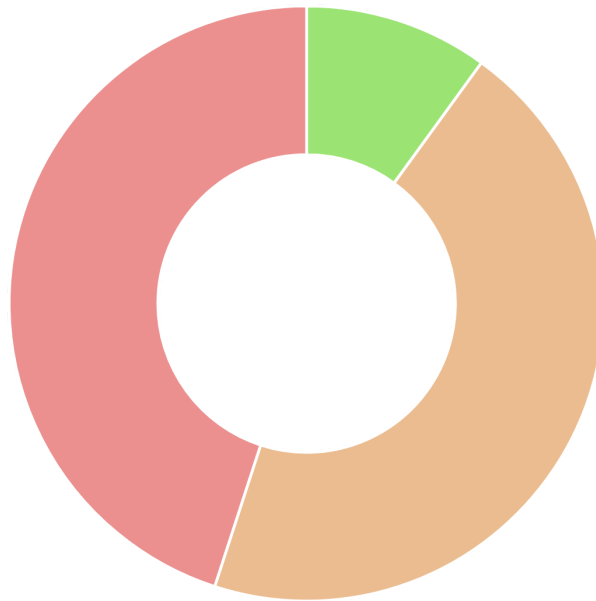
65% (13)
Strongly Agree

5.02
Standard Deviation

20
Responses

Comments

7 There was appropriate time allotted for this course



0% (0)
Strongly Disagree

10% (2)
Disagree

0% (0)
Neither Agree nor Disagree

45% (9)
Agree

45% (9)
Strongly Agree

4.15
Standard Deviation

20
Responses

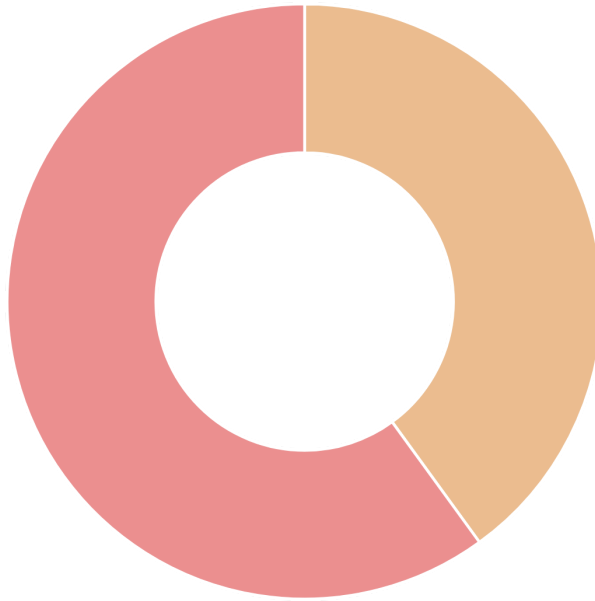
Comments

I know this could have extended for longer than 8 hours, and would be even more beneficial.

I would have stayed longer.

This course should definitely be longer than one day, but I understand the time constraints.

8 The Virtual Platform (Zoom) was easy to use



0% (0)
Strongly Disagree

0% (0)
Disagree

0% (0)
Neither Agree nor Disagree

40% (8)
Agree

60% (12)
Strongly Agree

5.06
Standard Deviation

20
Responses

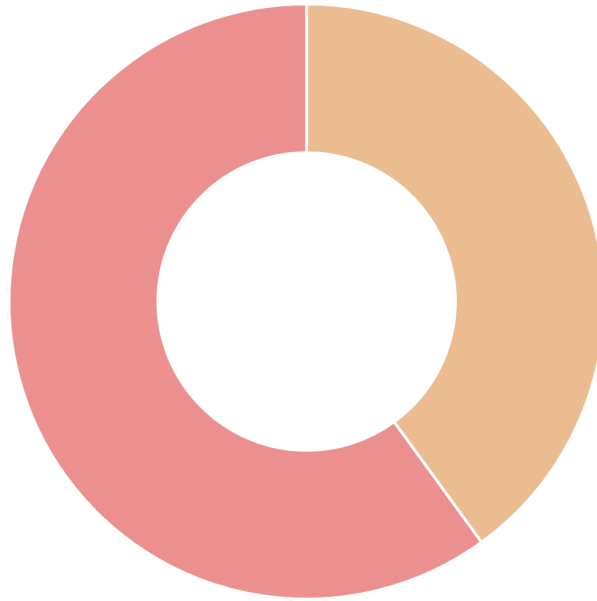
Comments

Minor difficulties, but overall user friendly.

very

i had a hard time because it froze and i could not hear Jim

9 There was valuable and adequate interaction among class members



0% (0)
Strongly Disagree

0% (0)
Disagree

0% (0)
Neither Agree nor Disagree

40% (8)
Agree

60% (12)
Strongly Agree

5.06
Standard Deviation

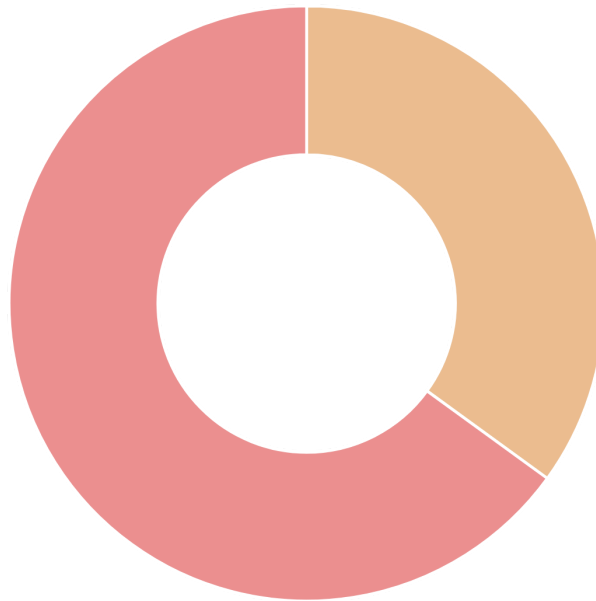
20
Responses

Comments

For a zoom class, there was a decent amount of interaction.

He is highly engaging.

10 I gained a great deal from this course and would recommend this virtual class to others



0% (0)
Strongly Disagree

0% (0)
Disagree

0% (0)
Neither Agree nor Disagree

35% (7)
Agree

65% (13)
Strongly Agree

5.25
Standard Deviation

20
Responses

Comments

I have said it at least 5 times already that I'm grateful to have had the opportunity to take this class. Please come here and do a class.

Highly recommend

Great as a mental health awareness guise.

11 Additional Comments

Suicide is a rough topic and having a knowledgeable professional dedicate his time to helping dispatchers become more confident handling those struggling with the thought of suicide and or the act of suicide is greatly appreciated. Thank you, so much!

Earlier in the class, instructor presented questions 1 and 2 in reference to how to ask about suicide. Question 1 was thinking about hurting/harming yourself versus 2 which was thinking about killing themselves/committing suicide. Instructor advised choice was was a "compassion failure" (I believe I'm repeating that verbatim). I don't feel that that was appropriate to say in any way, could have been taken as offensive. As someone who even among dispatchers feels like they are a direct communicator, I don't feel that hurting or harming is the wrong way to ask considering you might be dealing with a caller that is reticent to give address or any additional details, or maybe second guessed calling or attempting in anyway to reach out for help in the first place. Question 1 can be a baseline for additional questions asked to attempt to build a rapport or some type of connection with the caller. Some people might have a harder time using words like kill or suicide because they haven't yet verbalized it. For some it may be a relief to say it out loud, but for other it could be a source of shame or additional emotional outburst. Neither one is necessarily wrong given particular circumstances, as stated, you need to go with your gut.