

**Gordon Graham Training DVD's presented by PSTC and 911onDVD**

Complete the form below and fax it to 650-591-8911 or mail it to PSTC – 911onDVD - PO BOX 5508 – Redwood City – CA – 94063. Make checks payable to PSTC or follow the instructions below for credit cards, purchase orders or agency billing. The video is now priced at the special rate of \$130 each or \$475 for all four DVD's. The usual price is \$150 per DVD or \$550 for the set plus shipping. If you have questions, please call us at 800-348-8911. **(This form is valid from Nov 1, 2008 to Dec 31, 2008)** If you order online at [www.911cares.com](http://www.911cares.com) or [www.911onDVD.com](http://www.911onDVD.com) call so we can adjust to the sale price!

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<b>Shipping address.</b> We send via UPS. If you list a PO Box, they will ship via US postal.	
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Notes	

Gordon Graham is a 33 year veteran of public safety. He is truly a national treasure in the world of public safety education. His passion, sense of humor and dedication is a gift to witness in person or via video. If you've never seen Mr. Graham, you're missing out on enjoying one of the top public safety instructors in the world. PSTC and **911onDVD** is excited to have a special partnership with Mr. Graham. These sessions were video taped as part of a keynote address that Mr. Graham delivered to a group of Public Safety Dispatch Professionals. Viewing these DVD's is appropriate for any 9-1-1 professional, PSAP staff member or communications employee. It will be especially beneficial for veteran employees, trainers, leads, supervisors, managers and directors.

**Gordon Graham (Disk 1 of 4) The Seven Rules of Admiral Hyman Rickover and How They Apply to Emergency Communications.** 68 minutes in length.

This DVD is packed with great information for any public safety professional. It lays the foundation for the four-disc set of DVDs and teaches you to think like a "risk manager". 911onDVD training is 9-1-1, PSAP and emergency communications specific.

This disc includes the following topics:

- Management Theory
- Never say "just a dispatcher"
- Complex, high-risk events for emergency communications centers
- Protecting yourself, your team and your agency
- Continuous improvement
- Core critical tasks and employee proficiency testing
- Selecting highly capable people
- Quality Supervision
- Spotting issues before they become problems
- The transition between "buddy & boss"

**Gordon Graham (Disk 2 of 4) The Five Concurrent Themes for Success.** 69 minutes.

DVD 2 of 4 fills you with more great information regarding "Risk Management". Topics Include:

- Systems & Policy Development
- Recognizing risk
- Keeping your policy current
- Technical competence
- Accountability
- Audits, controls and inspections
- Maximizing service
- Decision making
- Minimizing liability
- If it's predictable, it's preventable
- Integrity in public safety

**Gordon Graham (Disk 3 of 4) Why Things Go Right and Why They Don't. It's Predictable!** 63 minutes in length.

This is DVD 3 of 4. Join Gordon for another session of great education. Some of the topics covered on this DVD include:

- The majority of what we do, we do RIGHT
- Prevention is better than correction
- How to get in trouble
- Internal intentional misconduct
- Weeding out "losers"
- Recruitment – hiring – retention
- Internal mistakes, errors and omissions
- High risk, low frequency events
- The real "f word" is fatigue
- Recognition primed decision making
- Control measures to minimize risk

**Gordon Graham (Disk 4 of 4) Organizational Risk Management for your 9-1-1 or Emergency Communications Center.** 70 minutes in length.

- Real customer service
- Being nice
- Basic decency
- Dignity and respect
- Treating people right
- Consequences of doing things wrong
- More control measures to limit risk
- Problems "lying in wait"
- Five causes of failure
- People, policy, training, supervision and discipline
- Fine tuning your agency
- Recruitment, background checks, integrity, discipline
- Performance evaluations
- Building Policy
- The 5,4,3,2,1 model for policy development
- The answer is repetitive training
- Every day is a training day
- The answer is risk management!

If you have questions regarding this special DVD series, please contact Kevin Willett at PSTC. 650-591-7911 x102 or e-mail [Kevin@pstc911.com](mailto:Kevin@pstc911.com) - Messages and e-mails will be returned within 24 hours.

**By ordering this video, you understand that you will not allow the duplication by you or anyone you allow to handle the DVD. PSTC will vigorously enforce all applicable laws regarding the duplication of these DVDs. Call us for DVD discounts if you need numerous copies for the same agency or entity. These DVD's are in stock and will ship immediately. There is some strong language in these DVD's but nothing more than you hear on a regular shift.**