

MASTERY IN

# Emergency Call Taking



Mastery – A New Concept  
Self-Directed Learning Experience  
Supplemental Reading  
“Call-Type” Guide

**9-1-1 Quick Study Series**

## EMERGENCY CALL TAKING MASTERY

The room was large, but it had one problem — the post that went floor to ceiling right smack in the middle of it. A typical college classroom, complete with green walls and the smell of floor wax. About half the Trainers in attendance were from one Comm Center. The other half were trainers from small, one-person agencies.

“Is there such a thing as mastery in this profession?”

I asked knowing what their answer would be.

Most would say no. A few would nod yes, but hesitantly.

Most had never considered the word “mastery”

connected to this profession. One person spoke up...

Professional Pride Training Company, Inc.

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# Mastery

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