



School Bus DISPATCHER

Level I: Roles & Responsibilities



PTSI believes this course could boost attendance at your conference because it draws a new group of attendees (Dispatchers) who may not usually attend conferences and who rarely have a course like this dedicated to their needs.

This interactive course, conducted by Faye Stevens, our chief curriculum writer and an experienced, effective and dynamic presenter, teaches Dispatchers job skills such as how to:

- Communicate professionally and effectively over the radio, on the phone, in writing and in person
- Contribute to positive employee morale
- Document citizen and parent complaints
- Protect themselves and their employers from liability
- Handle emergency situations efficiently and effectively
- Prepare substitute and field trip drivers to do their jobs as safely as possible in unfamiliar environments
- Manage their time and reduce stress
- *And much more...*



Course Goals:

- Pivotal Role of School Bus Dispatcher
- Professional Communication
- Dispatcher's Impact on Staff Morale
- Emergency Management
- Scheduling & Routing
- Stress Management



PARTICIPANT COMMENTS:

"The excellence in course content and Instructor professionalism is unsurpassed."

"It was a true pleasure to attend the most important presentation which all can benefit from."

"The PTSI Dispatcher Course proved to be a great learning experience for our organization."

"The Instructor provided a presentation that proved to be interactive and interesting throughout the day."

"All of my staff members appreciated the experience and we have already implemented some of the procedures we learned during the class."



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Each participant also receives a 40-page bound workbook as well as a packet of useful form templates.

We hold the 8-hour course (6.5 hours of instruction, with a 1-hour lunch and ½-hour break) with a minimum of 20 registrants.

Cost per Registrant: **\$225**

