

Use of Daily Training for Communications Centers

Make Every Day a Training Day

Why use in-service, on-duty, roll call type training?

It is cost effective

Most employees would have time to complete short increments of training while working.

It helps achieve training mandates or requirements for on-going in-service training. It allows an agency to reiterate its core values and mission through regular and on-going exposure to those values.

It allows employees to absorb information in more manageable doses.

It allows employees to internalize new information in an easier way.

It becomes part of the overall experience for agency employees – it can assist in changing behaviors, job performance, and possibly attitudes.

Ways in which to use this type of training:

Delivery of required, mandated training for government employees such as:

Bloodborne pathogen/HIV training

Workplace harassment or other personnel type training

On going delivery and reiteration of policy, procedure, or process changes or new information

Rather than have staff review a policy, procedure, new info, or change, the reiteration of key elements of that policy or procedure, can be brought up frequently enough that staff begins to internalize the information. It can help eliminate the “I know we had a memo or policy change on that, now what was it?”

Can be used to address performance issues – can eliminate the “shotgun” approach to changing performance or behavior. Can individually select training topics to assist each employee toward performance enhancement.

Can be used in conjunction with classroom or web-based training to enhance learning of participants.

New technology or equipment – can deliver the training in small bites

Example: New CAD system – training may occur weeks before the actual use of equipment – can help keep training “fresh” by including in-service modules that help the employee learn where to find information, or reiterate training points.

Can be delivered post-new equipment switch over, to highlight information that may have been forgotten after the initial training.

Example: CAD short cuts – deliver it a couple of months after employees have had a chance to regularly use the new CAD system.

Begin to introduce more complicated commands, etc. (the ones someone always finds a year or two later when they decide to re-read the CAD manual!)

Training can be designed to reiterate or repeat vital information. Example, every 10th question may deal with a new or complicated/problematic geography issue. It

can require staff to look up affected addresses and answer questions regarding response, etc.

It can be used to create the High Risk/Low Frequency Event protocols. Example: Full Hazmat team response, or mass-casualty response or any other high-impact event that occurs infrequently – roll call training is a way to keep employees thinking about what their responses should or will be based on the scenario you provide. It allows staff to drill regularly on a possible event that doesn't occur frequently enough to give them proficiency. It can take some of the stress out of dealing with huge events – at least the stress of feeling you don't remember or know the protocols involved.

It is an excellent way to deliver EMD continuing education. Again, you can drill on frequent/serious call types, infrequent/serious call types, or call types that may be require additional exploration by the call receiver.

For agencies with QA/QI programs, you can develop and distribute training to individuals, groups, or the entire staff that addresses areas where improvements need to be made.

Training can be created so that it requires critical thinking on the part of the employee. You can ask that the process be listed step-by-step so that you get a better understanding of an employee's thought process.

Training can be integrated – a question may require respondent's to use multiple resources, i.e., CAD, geography, and procedures.

It may help you determine when there is a gap between policy/procedure and the actual application or practice of the information.

It can be used to begin to develop personnel for promotional opportunities. The results of this training could also be used as part of the selection process when you are looking at internal candidates for promotion.

Short training can be used for new employees to deliver or redeliver information into bite-sized pieces, throughout their training, both classroom and on-floor coaching.

It can be used to assist CTOs or one-on-one trainers in developing their coaching and counseling skills. Scenarios or problems can be created that requires them to craft a response that uses adult learning principles, interpersonal relationship principles, problem solving, and conflict resolution.

It can be used to increase proficiency on equipment or with new technology.

It can be delivered with paper and pencil, through the Inter or Intranet, via CD or floppy or on a laptop.

It can be tracked through paper and pencil/files, Word tables, Excel, Access, or any database that can be developed that will produce the information you require.

It is *flexible*. You can create training in immediate response to new information or problems.