RECIPE FOR SUCCESS

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1

THE INGREDIENTS



QUALITIES | EFFECTIVE COMMUNICATION | MOTIVATION | FEEDBACK

2

DO YOU HAVE WHAT IT TAKES TO TRAIN A NEW TELECOMMUNICATOR?

- What they know matters.
- How they do it matters.
- How they handle the big stuff matters.
- How they handle the easy stuff matters.
- And how they handle the stress of it all really matters!

3



TRAINING A TELECOMMUNICATOR IS A LOT LIKE MAKING A S'MORE

- Choose a sturdy graham cracker- this is your firm foundation
- Heat the marshmallow- teach them how to handle stressful situations
- Keep an eye on the fire- stay alert and focused
- Add the chocolate- teach the protocols and procedures
- Put the pieces together- develop confidence and competency

DON'T RUSH THE MARSHMELLOW AND NOT RUSH THE TRAINEE

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TRUE OR FALSE

- Anyone with good communication skills and knowledge of the job can train a new telecommunicator.

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LEARN HOW THEY LEARN

Visual | Auditory | Kinesthetic

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FEEDBACK

TEACH THE TRAINEE NOT TO INTERNALIZE EVERY CORRECTION!

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INSTEAD OF THIS TRY THAT…

- YOU SHOULD HAVE ASKED THAT QUESTION- WHAT INFORMATION COULD HAVE HELPED YOU MANAGE THAT CALL BETTER?
- YOU MISSED IMPORTANT INFORMATION- LETS WALK THROUGH WHAT YOU HEARD AND WHAT YOU COULD HAVE ASKED NEXT.
- YOU'RE NOT LISTENING- HERE'S ANOTHER WAY TO APPROACH THAT SITUATION.
- WE'VE ALREADY GONE OVER THIS- LET ME DEMONSTRATE HOW I WOULD HANDLE THAT CALL.
- YOU SHOULD KNOW THIS BY NOW- WHAT WOULD YOU DO DIFFERENTLY IF YOU RECEIVED THAT CALL AGAIN?

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THE DIFFERENCE IS THAT ONE APPROACH HIGHLIGHTS FAILURE, WHILE THE OTHER CREATES AN OPPORTUNITY FOR IMPROVEMENT.

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THE DO'S AND DON'TS

- DON'T JUST TELL THEM WHAT THEY GOT WRONG. SHOW THEM WHAT RIGHT LOOKS LIKE.
- DON'T JUST MEASURE THEIR MISTAKES. MEASURE THEIR PROGRESS.
- DON'T CONFUSE INTIMIDATION WITH INSTRUCTION.
- DON'T DEMAND CONFIDENCE WITHOUT PROVIDING THE TOOLS TO DEVELOP IT.

10

CORRECTION WITHOUT CONTRIBUTION IS INCOMPLETE

- NEVER IDENTIFY A WEAKNESS AND WALK AWAY, EVERY MEANINGFUL CORRECTION SHOULD INCLUDE…
  - WHAT HAPPENED.
  - WHY IT MATTERS.
  - WHAT THE EXPECTED PERFORMANCE SHOULD HAVE BEEN.
  - HOW TO ACCOMPLISH IT CORRECTLY.
  - AN OPPORTUNITY TO PRACTICE.
  - FOLLOW-UP TO DETERMINE WHETHER IMPROVEMENT OCCURRED.

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MAKE IT YOUR GOAL TO DEVELOP PROFESSIONALS WHO RECOGNIZE MISTAKES, CORRECT THEM, LEARN FROM THEM, AND BECOME DEPENDABLE WHEN IT MATTERS MOST!

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KEEPING THEM MOTIVATED



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DON'T EXPECT A TRAINEE TO BE PERFECT ON DAY ONE. YOUR GOAL IS FOR THEM TO BECOME BETTER, MORE KNOWLEDGABLE, AND MORE CAPABLE EVERY DAY WITH YOUR HELP!

14

14

TEACH YOUR TRAINEE TO TAKE CARE OF THEMSELVES AND YOU TAKE CARE OF YOU TOO!

- WHEN YOU ARE TAKING CARE OF EVERYONE ELSE, IT IS EASY TO FORGET TO TAKE CARE OF YOURSELF.
  - EXPOSURE TO TRAUMA
  - BURNOUT
  - LIFE-SAVING DECISIONS
  - RECOGNIZE PTSD AND STRESS
  - CREATE A HEALTHY WORKPLACE

EVERY 911 TELECOMMUNICATOR DESERVES THE SAME COMPASSION AND SUPPORT THEY PROVIDE TO CALLERS EVERY DAY.

15

15



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16

THANK YOU

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17

17