

<b>Presentation title:</b>	Telecommunicator - Beyond the Basics
<b>Instructor:</b>	Barry Furey
<b>Length:</b>	One (1) Day
<b>Format:</b>	PowerPoint / Classroom
<b>Tools:</b>	Laptop, projector, screen, PowerPoint with imbedded video, handouts
<b>Objectives:</b>	<p><b>From the viewpoint of a line telecommunicator:</b></p> <p>To understand and identify the various personality types that make up ECC employees.</p> <p>To identify effective strategies for dealing with these co-workers.</p> <p>To identify issues with social media usage as a public employee.</p> <p>To identify and understand how to deal with callers during times of police/community conflict.</p> <p>To identify and understand methods of dealing with cliques, bullying, sexual harassment, and unfair treatment of trainees.</p> <p>To identify and learn tactics and strategies for telephone management during disasters, and how to personally prepare for such situations.</p> <p>To learn and identify signs of stress in the workplace and how to deal with it.</p> <p>To understand what NG 9-1-1 really is, and to prepare for the challenges it brings to call processing.</p> <p>To learn the history of civilian call-taking, and how it impacts our current conditions.</p>

Knowledge shall be displayed by participation in question and answer sessions throughout the course, and through role-playing exercises.

- I. Introduction
  - a. Instructor Qualification
  - b. Course objectives
- II. Why are we here?
- III. How did we get here?
  - a. Working the “desk” was just that
  - b. Typically manned by police officers
    - i. Lazy
    - ii. Late
    - iii. Lame
    - iv. Leaving
  - c. Most did not want to work desk, until ...

- d. Same laws that brought 9-1-1 brought civilianization
    - i. Quicker response to crime
    - ii. Better use of officers
    - iii. CETA and other programs
    - iv. Hardcore unemployed are for a reason
  - e. Now police wanted to keep desk jobs
  - f. If you ain't sworn you ain't born
  - g. Union issue
  - h. We were always the CHEAP alternative
- IV. How does this impact TCs today?
  - a. What different states are doing?
  - b. Do hashtags and memes really work? (#iam911, #911saves, etc.)
  - c. We suffer from lack of identity!
  - d. What do we really want?
  - e. Is there a glass ceiling due to high number of females?
- V. Technology changes and 9-1-1
  - a. What was on the desktop in 1970?
  - b. How has that changed today?
  - c. How has the job changed overall?
  - d. The world before wireless
- VI. What is Next Gen 9-1-1?
  - a. Text
  - b. Photo
  - c. Video
  - d. Networking
  - e. Will NG speed or slow processes?
  - f. Comparison of legacy vs NG
  - g. Do photos help or hurt?
  - h. Will stress increase?
  - i. What if video becomes 2 way?
  - j. Many say TCs are first responders. Many TCs say they became TCs because they didn't want to see things on the street, and don't look forward to dealing with video. How do you feel about this? Discuss.
  - k. Special challenges
    - i. EMD
    - ii. Translation
  - l. NENA says: Emergency Help from ANY Device
    - i. What's a device?
    - ii. What will be "calling" 9-1-1 in 2070?
    - iii. It's no longer a call – it's multi-media!
    - iv. Will we be taking reports via social media?
- VII. Changes in the way we interact
  - a. Lack of location info
  - b. More direct contact with victim

- c. More 3<sup>rd</sup> party calls
  - d. More calls in general
  - e. Cluster calls
  - f. Conflicting info
  - g. Faster notification in some cases, or
  - h. Delayed notification because people taking pictures/not calling 9-1-1
  - i. Why have cell phones spread so quickly?
  - j. Discuss implications of all – add any others from class
- VIII. Is technology good or bad?
- a. Discuss
  - b. What are your hopes?
  - c. Fears?
- IX. Codes of Conduct
- a. Public employees have different limits than private sector
  - b. Conduct can be at work or away
  - c. Social media big concern
    - i. No such thing as private group
    - ii. Online is forever!
    - iii. What is free speech?
      - 1. Online bullying
      - 2. Sharing incident data
      - 3. Hate speak
      - 4. Feeling cute
      - 5. Boredom comments/pictures
      - 6. Acting the fool!
      - 7. Public does not share our sense of humor!
      - 8. Keg party photos while out sick?
    - iv. Keep a clean online presence!
      - 1. Have a G rated e-mail address
- X. Public perception of 9-1-1
- a. One center
  - b. Only one person working
  - c. Cops answer phone
  - d. People they talk to will respond
  - e. Technical – discuss misconceptions
- XI. Dealing With Difficult Callers
- a. What are the worst types of callers to handle?
    - i. Frequent flyers
    - ii. Name droppers
    - iii. Calls that don't "make sense"
    - iv. Clueless callers
    - v. Impaired
    - vi. Sovereign Citizens
    - vii. Posse Comitatus

- viii. First Amendment Auditors
  - ix. Escalators
  - x. Racism
    - 1. Key words you may hear
    - 2. Guilt or innocence not based on skin color
  - b. Treat ALL calls as real!
  - c. The first witness in the OJ trial was a call taker.
  - d. Class share stories on favorite/odd calls
- XII. Public / LEO conflict
  - a. What concerns arise during periods of conflict?
    - i. People call with attitude
    - ii. Problem may not even be local
    - iii. Avoid trigger words
    - iv. Bomb threats, etc.
    - v. Officer complaints
    - vi. Watching your own "six"
- XIII. How does social media and media impact what we do?
  - a. Rumors
  - b. Anonymous complaints
  - c. Teasers
  - d. Half the story
- XIV. Dealing with Co-workers
  - a. Our second family
  - b. Know your neighbor
    - i. How well you know your co-worker as a person?
  - c. Why do we have drama?
  - d. Scenarios
    - i. Know it alls
    - ii. Drama queens/kings
    - iii. Two faced
    - iv. Sick use abuse
    - v. Meal thieves
    - vi. Slackers
    - vii. Others?
  - e. Triggers
    - i. What are yours?
    - ii. What is your comfort zone?
    - iii. Do we all work the same?
  - f. Why do we eat our young?
  - g. The "mean girls – and guys"
    - i. Bullying
    - ii. Cliques
      - 1. When is a clique not a clique?
      - 2. What if your supervisor is part?

### 3. Gossip

- h. How to deal with problem people/situations
  - i. Is it easier to change your behavior of someone else's?
  - ii. When to involve your supervisor
  - iii. When to "fix" it yourself
- XV. SWATTING
  - a. Definition
  - b. Frequency
  - c. Exposure
  - d. Consequences
  - e. How can we spot "fake" calls?
    - i. How is this impacted by NG?
- XVI. Beyond the basics
  - a. How to deal with bad locations
    - i. Incorrect info
    - ii. Incomplete info
    - iii. What exactly is Phase II?
    - iv. Rebidding
    - v. Limited access highways
    - vi. What can you see?
    - vii. Internet referrals
    - viii. Mis-routes
    - ix. What tactics have class found that work?
  - b. How to classify calls?
    - i. Do we have too many choices?
    - ii. How does this impact response?
    - iii. What warning signs can be overheard?
  - c. When in doubt – bump it up!
- XVII. Extraordinary Times!
  - a. Disasters
    - i. What are they
    - ii. What is your local exposure
    - iii. How many have you worked?
    - iv. Natural vs. man-made
  - b. Expected challenges
    - i. Numerous calls
    - ii. Conflicting Info
    - iii. Lack of resources
    - iv. Lack of policy
  - c. Terrorist acts
    - i. What are they?
    - ii. Historical significance
    - iii. What is CBRN?
  - d. What will reports look like?

- XVIII. Failure Drills
  - a. What happens when things fail?
    - i. Loss of power
    - ii. Loss of phones
      - 1. Causes
      - 2. Infrastructure briefing
      - 3. In-house issues
      - 4. How do you re-route?
    - iii. Loss of facility
      - 1. Do you have a bug out plan?
- XIX. Stress
  - a. What is it?
  - b. What causes it?
  - c. Is it all bad?
  - d. PTSD – cumulative vs single incident
  - e. What can cause?
  - f. What can be done to combat?
  - g. NIU studies
- XX. TC Health
  - a. Diet
  - b. Exercise
  - c. Beverage choice
  - d. Work/life balance
  - e. Where to get help!
- XXI. COOP – the TC viewpoint
  - a. Survival bag
  - b. Elder care
  - c. Child care
  - d. Out of state relocation plans
  - e. f major points covered
- XXII. Summation and open discussion
- XXIII. How to Contact Me & Thanks!!!