

## TRAINING ACTIVITY “DESCRIPTIONS”

### ACTIVITY DESCRIPTION

Learners will view and number of photos and required to recall the descriptions.

#### Instructions:

- ?? Have several photos/pictures ready to review. Photos can be printed, overhead transparencies or integrated into a PowerPoint presentation. PowerPoint is preferred that the time each slide is viewed can be shortened.
- ?? Allow the learner to view the picture for a certain amount of time. With each picture they view, the time gets shorter and shorter.
- ?? Coach the learner through techniques to help them remember when they may have only gotten a glance of the picture. One technique that can work is to have them close their eyes and try to think back on what the picture looked like. This often has a calming effect and helps the person focus. This is also a technique that can be applied when questioning callers.

### KEY LEARNING POINTS

The learner will gain an appreciation for how difficult it can be to remember something under stressful conditions and learn techniques they can use to help others remember.

### VARIATIONS

- ?? If the learner is having difficulty in a certain area, specific photos can be used. For example, getting a person or vehicle description in the proper order.

### RESOURCES NEEDED

- ?? Pictures of vehicles and people (examples attached).
- ?? A watch with a second hand if photos are viewed manually.
- ?? Time: 5-15 minutes depending on the number of photos viewed.

### SOURCE

Unknown

