

TRAINING TECHNIQUE “ACTION WITH REASON”

ACTIVITY DESCRIPTION

This activity is designed to open both the trainer and the trainee to understanding and provide coachable moments.

Instructions:

- ?? Identify and display or print the call to be discussed.
- ?? Have the learner explain why they acted the way they did on this particular call. This may include call type, call comments, interrogation techniques used, etc.
- ?? If the learner’s reasoning is appropriate, validation is important. If reasoning is not appropriate, provide coaching and direction. Complete explanation with reasoning is critical at this point.

KEY LEARNING POINTS

This activity will challenge the learner to identify a correct thought process and correct a thought process that did not have the best results.

VARIATIONS

?? None

RESOURCES NEEDED

?? Print outs of calls or police reports as desired.

SOURCE

Carol Bernard, Instructor, San Francisco Emergency Communications