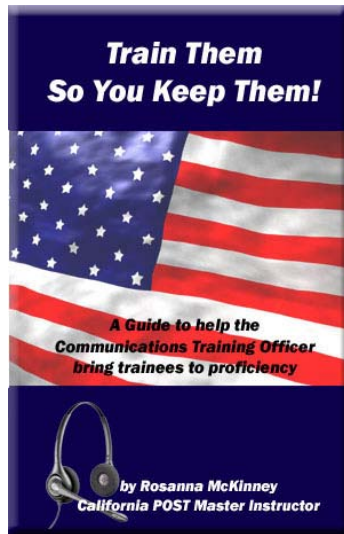


Train Them So You Keep Them!



This is a “must have” for every agency and every trainer. This book shares training methodologies along with 42 different ready-to-use training activities. These activities are supported by a CD that includes forms and worksheets for the activities along with nearly 300 call taking scenarios, 35 written call scripts and 18 dispatch scenarios to choose from. Rosanna also gives you 72 actual 9-1-1 calls on the CD that you can use in your training program! These are tried and true activities to boost your training effectiveness!

Scenarios are a key element of training. Scenarios can be used to work on problem areas a trainee may be having or as documentation to release a trainee from the training program to work ‘solo’ or to terminate an employee who is not making it. Here are nearly 300 call taking scenarios and 18 dispatch scenarios that can easily be modified to be agency specific. Unit numbers and terminology can be changed and locations specific to your areas of jurisdiction can be used. The book and supporting CD are available for just \$34.95 at www.911cares.com

Randall D. Larson, Editor of 9-1-1 Magazine says, “With *Train Them So You Keep Them!* a veteran 9-1-1 communications master instructor shares fistfuls of important lessons on training professional public safety telecommunicators. With training and recruitment/ retention among the top challenges in 9-1-1 communications nationwide, the needs for proficient introductory and ongoing training for these communications professionals has never been higher. But few agencies have the staffing or budget to develop their own complex training programs or keep their Communications Training Officers from reinventing the wheel each time a new trainee comes into the Center. The quality of entry level dispatcher training is absolutely critical to signing off fully proficient and successful dispatchers. Here’s where “Train Them So You Keep Them!” comes in – with dozens of valuable lessons pre-loaded and ready to be rolled out into your own 9-1-1 Center, to invigorate, jump-start, or enhance your existing CTO program and give your communications recruits the interactive education that will lead to quality careers in your 9-1-1 Center.”

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