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9-1-1 FIRE
 POLICE
 MEDICAL

**COMMUNICATIONS OPERATIONS
 TRAINING POLICY/PROCEDURE**

Policy No. 8020	Date Issued: June 1, 1996
8000 – Communications	
Section: Training Policy	Date Revised: March 11, 2009
Accreditation Standards:	
SUBJECT: TRAINING STANDARDS	
APPROVED: 	
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It's our intent, through our training process, to assist in the development of the skills and characteristics required to be a qualified dispatcher in our organization. Our goal is to bring the trainee to the performance level required to be a qualified dispatcher within our organization.

- 1.0 The trainee must possess the following attributes developed to a "standard" level to be considered qualified.
 - 1.1 Listening and Comprehension. To hear something with thoughtful attention; to grasp the nature, significance and meaning. These are the most essential elements of dispatching.
 - 1.1.1 The ability to understand incoming radio traffic, telephone conversations and room traffic (work related conversations).
 - 1.1.2 The ability to key in to subtleties (a hesitant reporting party, fights, screaming, background noise, etc.).
 - 1.1.3 The technique of visualization; an ability to interpret in visual terms and see what is happening.
 - 1.1.4 The ability to actively listen; to compensate for selective hearing.

- 1.2 Retention of Information. The ability to commit to memory and recall details.
 - 1.2.1 Unit availability
 - 1.2.2 Dispatch delivery
 - 1.2.3 Knowledge of geography
 - 1.2.4 Classroom instruction
 - 1.2.5 Computer formats
- 1.3 Organization. To logically arrange elements into a whole of interdependent parts in an ever changing environment.
 - 1.3.1 Work area: can the dispatcher function effectively keeping in mind that there is a better place for everything (reference materials, note paper, pens, map book, personal belongings)?
 - 1.3.2 Handling multiple calls.
- 1.4 Initiative. The ability to cause or facilitate the beginning of a plan or task.
 - 1.4.1 Asking appropriate questions (do they seek knowledge?)
 - 1.4.2 Punctuality
 - 1.4.3 Are they prepared?
 - 1.4.4 Are they obtaining information when it is not given?
- 1.5 Manual Dexterity. The skilled use of hands or body, developed to the point of maintaining a sustained series of complex tasks simultaneously.
 - 1.5.1 Radio and telephone coordination
 - 1.5.2 Use of the computer
- 1.6 Verbalization and Phraseology. The ability to accurately convey information in words, the ability to choose and organize words so as to relay information briefly and concisely, without sacrificing details.
 - 1.6.1 The use of acceptable terminology, including codes.
 - 1.6.2 The use of correct grammar and word selection.

- 1.6.3 The use of clear text; delivery of calls and information must be smooth.
- 1.6.4 The ability to draw a verbal picture for the field units.
- 1.6.5 Attention to nonverbal communication (for example, voice tones).
- 1.7 Accuracy - The ability to gather, use and manage information, deviating only slightly and within acceptable limits from the standards.
 - 1.7.1 Paying close attention to detail.
 - 1.7.2 Thoroughness.
 - 1.7.3 Depicting situations to the extent that another party can visualize the situation correctly through the use of proper voice tone, phrasing, and choice of words.
- 1.8 Prioritization. The ability to establish or arrange in order of importance or urgency.
 - 1.8.1 Demonstrate ability to recognize the degree of seriousness of a particular incident based on common sense and training.
- 1.9 Decision Making. The ability to quickly choose and implement an appropriate course of action in a determined manner.
 - 1.9.1 A spontaneous and logical response to certain events based on priority.
- 1.10 Adaptability. The ability to adjust to an uncommon use or situation.
 - 1.10.1 The ability to effect cooperation and the initiative to become an integral part of the organization.
- 1.11 Judgment. The ability to perceive and distinguish the relationship between two circumstances.
 - 1.11.1 The capacity to make sound and reasonable decisions; having good sense; discernment.
- 1.12 Anticipation. The ability to foresee and deal with circumstances in advance.
 - 1.12.1 Basic awareness of the overall picture and anticipation of needs, keying in to the subtleties of information.

- 1.13 Management of Stress. The ability to assimilate and constructively mitigate stress, a mentally or emotionally disruptive or disquieting influence.
- 1.14 Technical Skills. The degree of skill or command of fundamentals exhibited in any performance. The systematic procedure by which a complex or scientific task is accomplished.
 - 1.14.1 Terminology
 - 1.14.2 Geography
 - 1.14.3 Computer skills
 - 1.14.4 Reports
 - 1.14.5 Tracking