



Welcome. This is Sue Pivetta and I have been a professional 9-1-1 educator for over twenty years. I have put together this presentation for you – and it mirrors my own customer service training. You have the non narrated Power Point on this CD that you can use as you wish. This is a guide for trainers and educators on the concepts in the book. The theory is that the training comes alive when you use actual 911 calls as a case study.

9-1-1

Call Review

4

“You Are A Moron”

Trainers – arrange your viewing screen to see the notes at the bottom of the slide for further ideas and tips!

IDEA: I begin this class by asking the question, “What does customer service mean to you – when you go to a restaurant?” You will list KEY WORDS from what they say on the board. Next, what does it mean to our profession. You will compare the words they used before to now. Next, what are the emotions you feel when you hear someone say you need CUSTOMER SERVICE TRAINING? Take time to discuss these both in groups and as an entire class. If you are working with one individual – allow them time to share with you their thoughts so you know where they are.



IDEA: I ask the group, "Who do you serve." They often do not bring up each other. You can expand by asking them how would it look to neglect serving each group they have listed. What would be POOR service at a restaurant or in their work? And now you can begin to introduce the theory of NEED.