

---

---

# THE EXCEPTIONAL TRAINER

*A No Nonsense Guide  
for the Trainers  
of Emergency Communications*

by  
Sue Pivetta

*Professional Pride*  
[www.911trainer.com](http://www.911trainer.com)

---

---

---

# TABLE OF CONTENTS

<b>Straight Shooting</b> -----	<b>ix</b>
Sue WHO? -----	xi
It's Up to You-----	xvii
Training Terms-----	xix
<b>1. Looking at the Old with New Eyes</b> -----	<b>1</b>
Whither Tao Goest-----	3
The Brain and Training Connection-----	7
<b>2. Does Your Training Program Measure Up?</b> -----	<b>15</b>
The Premise-----	17
Considerations in Program Development-----	17
12 Features of an Ideal Training Program-----	17
<i>Training Program Dysfunctional Rating Sheet</i> -----	27
<i>Agency Training Consistency Analysis</i> -----	29
<b>3. Shaping an Ideal Program</b> -----	<b>31</b>
4 Steps to Improvement-----	33
<i>Occupational Analysis</i> -----	45
<i>Sample Lesson Plan</i> -----	47
<i>Directed Training Sheet</i> -----	49
<b>4. Yikes! I'm a Trainer. Now What?</b> -----	<b>51</b>
Who Is this Exceptional Trainer-----	53
Steps for Trainers Once the Program Is in Place-----	55
<i>Daily Feedback Form</i> -----	61
<i>Confidential Learning Assessment</i> -----	63
<i>Assignment Sheet</i> -----	65
<b>5. Bringing Adult Learning Theory Home</b> -----	<b>67</b>
Learning Styles-----	69
7 Vital Components to Adult Learning-----	71
<b>6. Ten Creative Console Training Ideas</b> -----	<b>93</b>
<b>7. Dynamite Classroom Techniques and Tips</b> -----	<b>103</b>
<b>8. The Fine Art of Noticing</b> -----	<b>109</b>
The Human Element-----	111
Trainer's Influence-----	113
Group Acceptance-----	115

---



---

Prejudice-----	115
Lifestyle Differences-----	117
Appearance-----	119
Immaturity-----	121
The Know-It-All-----	121
Knowing the Rules-----	121
Negative Influences-----	125
Common Sense-----	133
How to Say It-----	139
<b>9. Real Real Wrong-----</b>	<b>141</b>
<b>10. The Visionary Trainer-----</b>	<b>147</b>
<b>11. Do You Love Evaluations? You Should.....</b>	<b>155</b>
Why Do We Evaluate?-----	159
How Do You Design an Evaluation Process?-----	161
10 Evaluation Benefits-----	163
11 Fundamental Truths of Evaluations-----	165
12 Common Problems with Evaluations-----	169
What Makes an Exceptional Evaluation Program?-----	173
<i>Inquiry &amp; Investigation Review Sheet-----</i>	<i>183</i>
<b>Console Reading-----</b>	<b>xxi</b>

## Where to Find Those Handy Forms

<i>Agency Training Consistency Analysis-----</i>	<i>29</i>
<i>Assignment Sheet-----</i>	<i>65</i>
<i>Confidential Learning Assessment-----</i>	<i>63</i>
<i>Daily Feedback Form-----</i>	<i>61</i>
<i>Directed Training Sheet-----</i>	<i>49</i>
<i>Inquiry &amp; Investigation Review Sheet-----</i>	<i>183</i>
<i>Lesson Plan-----</i>	<i>47</i>
<i>Occupational Analysis-----</i>	<i>45</i>
<i>Training Program Dysfunctional Rating-----</i>	<i>27</i>

# STRAIGHT SHOOTING



*A teacher affects eternity; he can  
never tell where the influence stops.*

*Henry B. Adams*