



SAY WHAT?

HILARIOUS AUDIO EXERCISES FOR 911 CALL TAKERS

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CALL TAKER'S EXERCISE

WELCOME TO SAY WHAT!

These 20 calls are typical (sort of) of 911 calls. There are many ways to use this game.

- Listen and discuss calls.
- Evaluate how the call taker did on each call.
- Write your own narrative for each call.
- Define what may be missing and what additional or unneeded information was asked.

We have provided some masters for learning that you can use in your instruction, or any way you want!
Have FUN



INFORMATION DISSEMINATION?

- Big hairy word meaning the information you are gathering for some “purpose” (purpose — remember that).
 - *If you are good at Information Dissemination, you know that it isn't just what you gather, it's also how you use that information.*
- It's not for your diary – you are gathering it for the radio dispatcher.
- When you pass info to responders — your words must be formed so that the message does not lose content or meaning.
 - *This is an extremely difficult skill! As you will find out.*
- The best way to learn is to practice and have your trainer then provide the model you are working from.

