

# Quick Study 9-1-1

## Call Taking Mastery

### What Is Mastery?

Having *success most of the time* in what you do.

The *ultimate skill* in your area of expertise.

Does not mean perfection. A Master in golf does not always get the little white ball into the hole every time.

### What Is Mastery?

When any golfer began, (s)he did not have the **Level Of Competence** (s)he has now. These 'levels' are gradual and brought about by increasing 3 things – called KSAs.

**Knowledge Skill Attitude**

This is true of your work.

### 'Levels' Of Competence

In Emergency Call Taking, we will identify 5 levels that are gradually gained by increasing the KSAs

- 0 - IN competent
1. Entry Level
2. Skilled Professional
3. MASTERY
4. Visionary
5. Artistry

### 'Levels' Of Competence

0. **IN** competent does possess the knowledge, skill or attitude (KSAs) to do the work. Any length of time.
1. **Entry Level** – on probation – gathers KSA through others and serves self. Usually under one year.
2. **Skilled Professional** – Gathers KSA from experience and serves the agency. One to five years.
3. **MASTERY** – Gathers KSA from outside sources and serves industry – trainer or supervisor. Five years up.
4. **Visionary** – Can see needed change, has a vision. Any length of time.
5. **Artistry** – Bring SEE to BE through action such as NENA and APCO or writing training, SOP. Generally a supervisor, trainer, leader.

### 'Everything' Involves KSAs

**KNOWLEDGE**  
A collection of facts, definitions and rules about the work. – i.e. procedures.

Q. In the following call what did the call taker have to KNOW that allowed her to do a great job here?



### 'Everything' Involves KSAs

**SKILL**  
What you can do – typing, multi tasking, CAD, radio operation, handling callers, radio traffic.

Q. In the prior self Helmlich call what was her skill?

A. 1) Typing while talking 2) CAD entry skill (these are things you get better at with practice)

What skill does this dispatcher use? 

### 'Everything' Involves KSAs

**ATTITUDE**  
A complex mental state involving beliefs, perceptions, values and dispositions to act in certain ways – this creates BEHAVIOR that affects the person's overall performance. i.e. how you treat callers, how you behave on the job, how you interact with co-workers and responders, how you behave under stress.

Q. What did this Call Taker believe that allowed her to be so calm and skilled during this frightening event?

### Mastery Defined

**Professional Mastery** is embracing the promise of the work and focusing energies to serve others by possessing all the KSAs to do so and being ready, willing and able to use them.

## What Is The Promise Of 9-1-1?

### The work of Call Taking involves a promise to:

1. Send unit(s) as soon as possible Speed
  - To the Correct Location
  - The right type and amount of units
  - With enough information to understand the call
2. Keeping safety for both citizens and responders.
3. Record the Event with accuracy in a timely manner.

## When We Have Failed?

### Q. What Doesn't Work?

A. When *safety or time* is jeopardized by the Call Taker's lack of K-S or A.

### Q. What can tell us that the KSAs of the Call Taker are not sufficient to keep the promise?

A. Lawsuits, Complaints or Quality Control produces evidence that procedures, best practices and KSAs are missing for an individual.

## The NOTS are Mastery

Who what where when why – we all know these – but we gain mastery when we begin to wonder and ask:

Where NOT, who not, what not, why not, how come?

Example: My car was stolen yesterday?  
Why didn't you call it in then?

## Belief System is Mastery

Duty to the caller, the scene and the responders - supersedes duty to **self** and personal needs of the moment.

**Example:** At times callers can be rude, abrupt and demanding. Duty allows you to look at such a personal attack and calmly assist the caller as an observer, NOT a victim.

## Highest Possible Goal?

Facilitating a rapid response to the scene while caring for the **NEEDS** and **safety** of the caller and the responders – a deeper connection to the work, the caller, the units.

Q. In the following call how would you describe the call taker's request for the caller to check and see if there is someone inside?



## Having The Tools?

**Mastery** is knowing your tools, AND knowing when to use them AND using them for the desired outcome.

What are the tools explained in the following slides:

- Sequencing
- Visualization
- Perception Correction
- Common Sense
- Reassure
- Stay on the line

## Sequencing Tool

**Sequencing** is asking the right question at the right time. The first questions are **SEND** questions – see your Quick Study book for Call Guides.

**SEND** - Where to respond and Phone Number. Go no further unless you have send info.

Unless the SEND information is gained and confirmed the CT's promise cannot be met to send with speed. Great example here.



## Visualization Tool

Gaining a picture in the mind's eye by building a depiction through questioning.

You can determine what you need to ask based on your **visual** of the event and what you don't know.

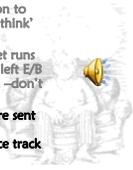
*"Where are you in the house? Kitchen? Is the kitchen in the back or the front of the house?"*

In this fire call, how would visualizing assist?



## Perception Correction Tool

- Stuck in a **perception or belief** that does not allow new and conflicting information to change your mind – prompt you to 'think' differently.
- For example you think a certain street runs N/S when everyone is saying the car left E/W on the street – confirm the confusion – don't get stuck.
- **This is an actual case where units were sent to the wrong location based on CT incorrect perception of where the race track was.**



## Common Sense Tool?

**Affectively considering alternatives, possibilities, probabilities and taking any appropriate action to query the possibilities if reasonable.** This means what the common (wo)man would decide if faced with this decision. However, you have specialized knowledge that the common person would not consider when making your decisions.

For example: most citizens think we wait 24 hours before reporting a missing person – that is an old practice – you know better because of your expertise so that isn't common sense. Actually common sense would say "don't wait".

How about this for common sense?



## Considering Consequences

Mastery is considering the consequences of an action. For example telling a person to stay on the line when they are in danger! Not considering consequences using an old practice. ASSUMING the 'best' case scenario – man down?

**What If...**

The Worst That Could Happen

**Skeptic**

NOT allowing automatic thoughts  
Paying attention to warning signs

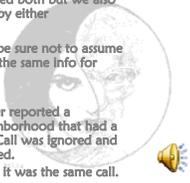


## Multiples Tool

**New Eyes / Old Eyes** – we need both but we also need to not be influenced by either

When multiple calls come in be sure not to assume they are the same or have the same info for you.

Example mother and daughter reported a suspicious person in a neighborhood that had a disturbance call pending. Call was ignored and the women were both raped.  
This call taker did not assume it was the same call.



## Knowing MORE

Take the time to research, explore YOUR profession – examples:

Wireless Issues or VoIP – there is plenty of information on the web and from NENA and APCO to be informed.

Wireless Phases can be learned.

How can a person escape a sinking vehicle – you can find out.

Get on the list serves and ask and learn.

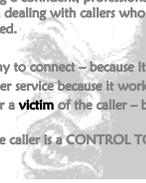
## Controlling the Caller Tool

Mastery, using a confident, professional, kind persistent tone when dealing with callers who may be confused or frightened.

Using empathy to connect – because it WORKS  
Using customer service because it works.

You are never a **victim** of the caller – be a **curious observer**.

Reassuring the caller is a **CONTROL TOOL**



## Keeping The Caller OnLine

Mastery is understanding that you are the first unit on the scene, stay on the scene when any conditions can change!!!



## Listening Tool

1. Patience - not cutting people off – is mastery.
2. Two way communications is mastery
3. Explaining things to the caller is mastery
4. Patience is mastery!



At time Call Takers tend to cut people off missing important information in an attempt to 'hurry' and get the call out. This Call Taker listened and heard a lot of interesting items.

## Summary

**Mastery** is rising to the highest level of knowledge of your field, you do this by research, reaching out, getting on list serves with APCO NENA and other informative groups.

## Summary

**Mastery** is feeling good that your skills are at the highest level possible and if not – asking for more training in the areas that feel weak.

Are you using CAD to it's fullest potential for example.

## Summary

**Mastery** is knowing that your attitude and behaviors are all focused outward, not on your own needs and that you remember that you are a public 'servant' and you serve many different groups.

## Summary

**Mastery** is knowing your tools and using them, for example:

- Sequencing
- Empathy
- Control
- Knowledge
- Procedures

## Summary

**Mastery** is ensuring that your agency is living up to the standard of care and fighting for what is right in the area of practices, stress management, valuing training, valuing employees, and good leadership and demanding nothing less.

**Thank You!**  
**For Being There**  
**24/7**