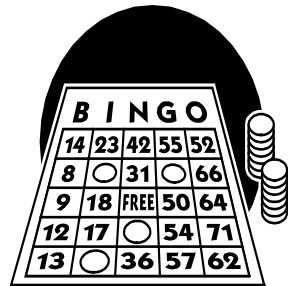
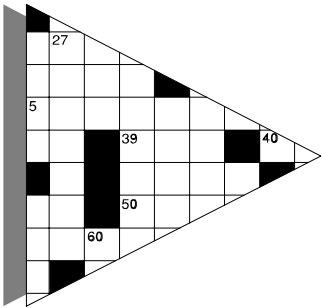


# Implementing Interactive Training for Telecommunications



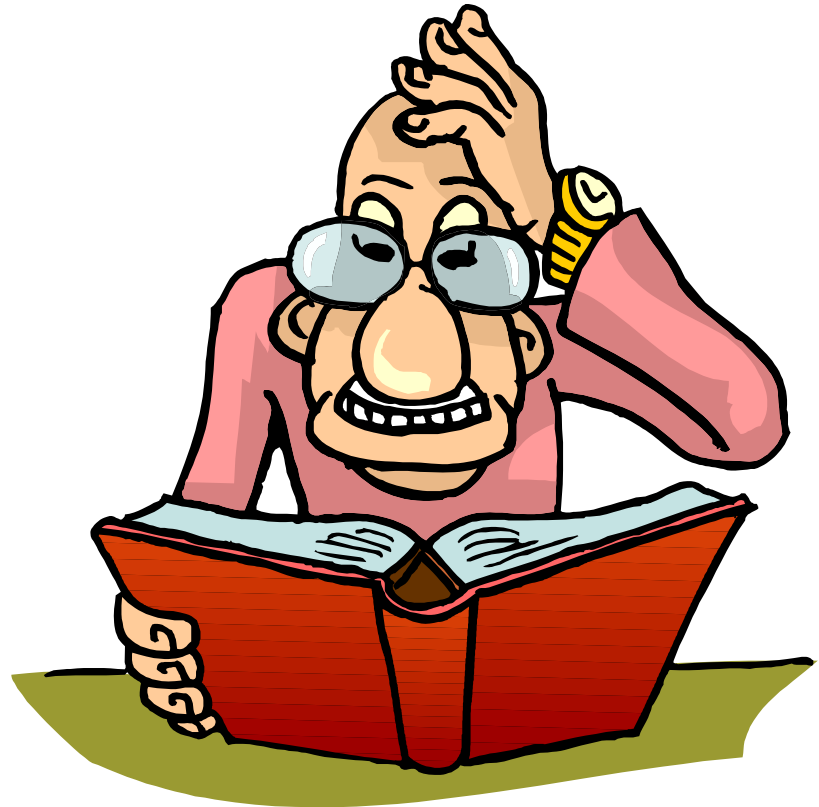
Presented by Rosanna McKinney, Master Instructor and Training Supervisor  
Santa Cruz Consolidated Emergency Communications Center  
For the Navigator 2000 Conference

**“Well, here I am again, sitting in another training session, waiting for some instructor who hasn’t been out in the field in years to tell me what to do. He doesn’t understand the context in which I work; he doesn’t understand the pressures I am under; and he doesn’t know my job as well as I do. So what can he teach me? I will have to sit here for eight hours on an uncomfortable chair in an uncomfortable room (that is going to be either too hot or too cold), and be bored to tears, but I will act as if I am listening intently. I will be embarrassed if I ask questions and be made to feel stupid if I don’t. I will have to complete irrelevant paperwork exercises and listen to boring lectures. I will have to role play some ridiculous situations that are unrelated to my job, and otherwise make a fool out of myself. When I go back to the job, my boss will tell me to get back to work, and I won’t be encouraged to use any of this stuff anyway!”**

.....Dean R. Spitzer

# Characteristics of an Adult Learner

- **Involvement**
- **Practicality**
- **Relevance**
- **Comfort**



# Strategies for Learning



- **What is a learning activity?**
- **Why do I care about student “WIFM”?**
- **What about me, the instructor?**

# Why Use Learning Activities?

- **Assessment tool**
- **Switch to a facilitator role**
- **Refines objectives into outcome**
- **Requires participation**
- **Better, more effective instructor**
- **Allows for innovation and imagination**



**Each of us  
learns  
differently**

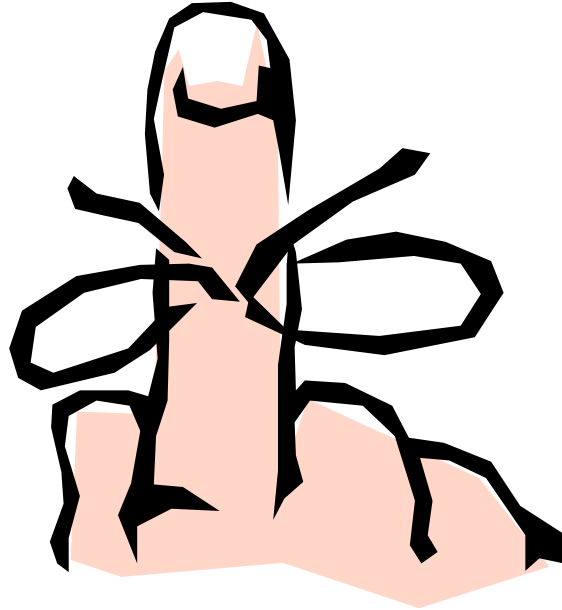
**Not all of us see the  
same thing**



**Feature films are  
the result of years  
of scientific study  
combined with the  
experience of years.**



# Six Things Worth Remembering About Learners



# Remember...

- **Rarely as excited as you are**
- **Inconvenience endured if motivated**
- **Establish the need-to-know**
- **Simple delivery technique**
- **Make it fun and interesting**
- **More time doing encourages learning**

# Designing Learning Activities



# What Do You Want to Accomplish?

Reinforce Learning or Prior Training

Challenge  
Learning



Promote  
Teamwork

Safely  
Problem  
Solve

Promote  
Decision  
Making