

TRAINER'S DOWN DAY ACTIVITIES

___EXPAND GENERAL INDUSTRY KNOWLEDGE EXERCISE

Internet Research and report on
Voice Over IP
State 9-1-1 Legislation
9-1-1 Calls in the News

___EXPLORING THE REALITY OF THE SOP EXERCISE

Include in your packet SOPs on particular call types and tapes with that call type. Ask the trainee to compare the actual work done to the SOP, this is particularly useful for EMD.

___INDUSTRY PUBLICATION REPORT

Provide past issues of the APCO Bulletin, NENA News or Dispatch Monthly. The trainee is to type a 250 word report on an article of interest to the trainee.

___OBSERVE AN EXPERT AND REPORT EXERCISE

The trainee is to sit with another trainer BUT this will be an active exercise in that the trainee will provide a report to answer the following questions in more than 25 words each:

What I heard.
What I thought and felt.
What I learned.
What was new today.
What questions I have.

___INSIDE THE TRAINEE'S MIND EXERCISE

The trainee will write a report and answer the following:

"How is your training going?"
"What stressors are you encountering in your training?"
"What part of training is the most satisfying to you?"
"What skill do you feel most confident in? Least?"