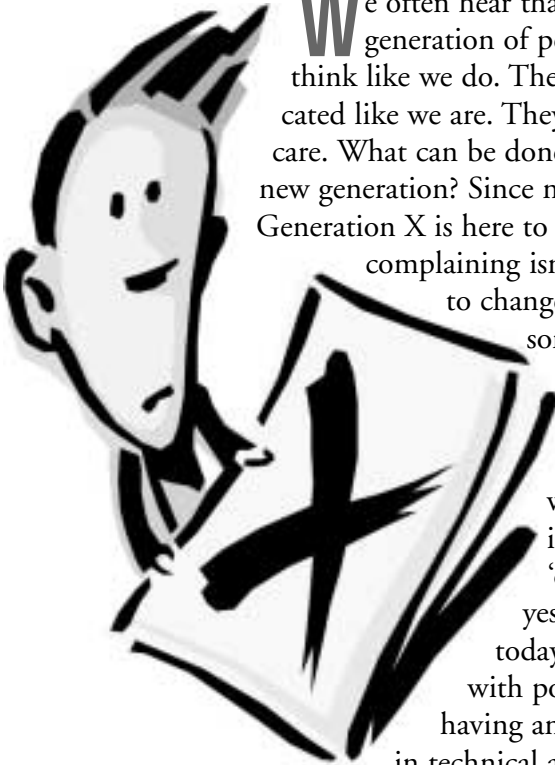




911 TRAINING CONNECTION

A NEWSLETTER FOR EMERGENCY COMMUNICATIONS

HIRING GEN X



We often hear that the new generation of people cannot think like we do. They aren't dedicated like we are. They just don't care. What can be done with this new generation? Since most likely Generation X is here to stay and complaining isn't working to change them — some adjustments must be made.

Young people we are hiring into 9-1-1 are 'different' — yes. The talent today is packed with potential, having amassed skills in technical areas often

before they have cleared their teens. We are finding kids in the college training programs that are ahead of their teachers when it comes to computers or audiovisual skills. That is a good thing for emergency communications — or is it?

The whiz generation

“Generation X” is a phrase used to generically describe a group of young people between twenty and thirty years old. What sets them apart is that they are all

techno-savvy, totally 'wired-in', sometimes solitary, wrapped in worlds of their own and often the high-speed, partying bunch that pump more into the world of today than any previous generation ever has. Like all youth, they lean more to the extreme than their elders. Lunch will often consist of high doses of coffee or coke, excessive, almost profligate quantities of fast, expensive junk food. There will be extremes of taste too with paranoid vegetarians, cheek by jowl with carnivores that would make Tyrannosaurus Rex seem moderate. They dress eclectically, seen often in designer clothing or casual to the point of grunge. Their talk-patterns range between the rarefied accents from the top B-schools to the peculiar patois of Java-junkies and Net-nerds.

With this brilliance comes a high-demand lifestyle, highly opinionated views and often very brash and blasi attitudes. Their views are often diametrically opposite to that of the older generation, often radically in variance with any views held by anybody else!

continued on page 4...

WHAT'S INSIDE

| | |
|------------------------------------|---|
| FROM THE EDITOR | 3 |
| TRAINER'S CORNER..... | 5 |
| TELECOMMUNICATOR'S CORNER | 6 |
| MANAGER'S CORNER | 6 |
| WHAT'S THE 911 TRAINING BUZZ | 7 |

PLUS MORE GREAT IDEAS AND INSPIRATION THROUGHOUT!

HIRING GENERATION XERS

continued from page 1

They have strange work methods, unusual tastes in music and think nothing of besmirching the workplace with their version of grunge. Notwithstanding this, they have become invaluable to the IT-driven economy of today.” (S. RAMANUJACHARYA article on hiring)

The challenge is to source, hire, deploy and bind them to the agency without too much trauma, how can this be done? The first thing that must be done is to get our old timers on board with a new attitude. No more complaining about differences. It’s very difficult to see someone different than you as OK. It’s very difficult to allow the workplace to be changed to fit the new employee. But we need to think about what the alternative is. They are not going away, and we need workers. So, let us begin to understand them.

Eventually we want to appreciate the differences.

Rather than let this group of high flyers throw you with their quaint behavior and attitudes, you can create an ambience of all-round plusses by researching and appreciating their requirements. It becomes possible to utilize their technical savvy bolstered by the energy and drive they have to organizational benefit. Should you be able to do this, the company will be seen as a progressive ‘with-it’ organization while your whiz kids will swear by you rather than at you!

What has to happen is that we need to ask our supervisors and trainers what behaviors are affecting the work from the Gen Xers? Often we hear it is ‘attitude’. Attitude assessments aren’t enough because if someone has an attitude it is because of behavior. This is the beginning of understanding the problems if any and

sorting out fact from inference or myth. And remember that myth is an idea we perpetuate through conversations that have no basis in reality.

Managing GenXer’s Successfully

According to The Guide For Better Employment, motivations are identical to those we have. There are some things that egg them a little more.

- Recognition. Opportunities to excel. Challenge, that can be met
- Prime compensations. Incentives are good.
- Trust and reliance by superiors
- Freedom of action (being told what needs to be done, but not how).
- Individuality (freedom of dress, of sound and of personal habits, providing they don’t impinge on the sensibility of others!)
- Free meals (For some reason, the whiz generation depend a great deal on their taste buds and

“It’s very difficult to see someone different than you as OK.”

“...they have become invaluable to the IT-driven economy of today.”



WHAT YOU KNOW?

911 StarZ is a multi tasking simulator for phones, radio, AII and it records everything and it’s affordable. It’s a mini console and recording studio.



WHAT YOU DON’T KNOW?

StarZII allows you to train TDD by connecting an actual TDD. And — with StarZII you can train “4”, that’s right FOUR people at one time by purchasing only “1”, that’s right ONE StarZ Unit



IF YOU WANT TO KNOW MORE?

Order FREE Demo CD about StarZII online or call us today at 1.800.830.8228.

stomach — offer food, they'll show up.)

- Someone to listen (To act as a sounding board rather than as a judge)

A Change Of Mind

We have a generation of individuals with distinct personalities of their own. We need to treat them with the respect they deserve, so as to get the most from their myriad abilities! We can no longer simply talk about them as if they are dreadful. Gen Xer's have great qualities that may threaten some of your people. What could happen is a training session

"Gen Xer's have great qualities that may threaten some of your people."

where everyone talks about values, differences. Sometimes taking a personality test like the Myers Briggs and pointing to our differences in a positive manner. Generally after such a session, people poke fun at their own traits and other and it becomes an 'acceptance' session. Wouldn't it be nice to hear just once, "Yeah, we have some great Gen Xer's at our agency!"?

If you have problems with teamwork, us versus them, or negativity give us a call at Professional Pride; we can help with on onsite facilitation or Vision Retreat in your area.



Recommended Reading: *The Exceptional Trainer by Sue Pivetta.*

Trainers! If you want to know more about adult learning theory — and understand your role in educating order today The Exceptional Trainer — one of our BEST SELLING books for trainers. \$25.95 order online at the 911 Store.

Stay up to date, save a tree and receive monthly special offers, FREE stuff by joining our Professional Pride e-mail group. You must sign up by e-mailing support@911Trainer.com.



TELECOMMUNICATOR'S CORNER

Until the pain of remaining the same hurts more than the pain of change, most people prefer to remain the same. — *Dr. Richard D. Dobbins*

Follow your desires, those are your roadsigns to your imagined beautiful future.



MANAGER'S CORNER

Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness, that most frightens us. — *Nelson Mandela*

Do not be too timid & squeamish about your actions. All life is an experiment. The more experiments you make the better. What if they are a little coarse & you may get your coat soiled or torn?

What if you do fail & get fairly rolled in the dirt once or twice? Up again; you shall never be so afraid of a tumble. — *Ralph Waldo Emerson*



MANAGEMENT TOOLS

911 Select Typing Program for Hiring/Training \$129.00

Typing software designed for Emergency Communications HR and Trainers!

PURCHASE THIS USEFUL TYPING PROGRAM IF:

- You want to design your own typing test with addresses, names, numbers, words that you use in emergency communications.
- You need a realistic typing wpm and accuracy assessment of a candidate's ability to type what they 'really' will be typing into CAD.
- You need a training program that will increase a trainee's keyboarding skill and keep track of their progress.
- You want something that is fun and challenging for those long shifts when they should be building their

skills instead of just 'hangin out'. This unique product offers a typing skill building and a wild letter fall game. Have competitions.

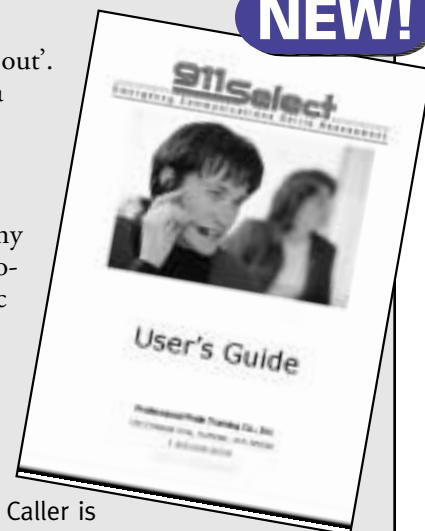
- You have a college or academy course and need a typing program that also teaches public safety lingo that you design. Use police, fire or EMS jargon while improving numbers skills.

Here is an example of a typing test you could generate with 911 Select.

Call #1 is a possible residential burglary, address 11403 SE 99th Apt B202, 835-0295. Caller is Ramon Layota. Suspect is a WMA 35, 510, 150, blk pony tail, brn leather coat, jeans.....and so forth.

Load it up, any Windows application will do. We love it because it is simple and absolutely useful. And it's FOR 911! Comes on CD with full instructions. **Item #SEL1 \$129**

NEW!



Reprint from "9-1-1 Magazine"

If you have DARE — you must have C.A.R.E.(Community Awareness In Reporting Emergencies)!
Order at www.911Trainer.com

9-1-1 PUBLIC EDUCATION



Lori Buck

New Educational Products

A couple of new products have come onto the market. One is the result of a collaboration between Professional Pride and The Beard Room Inc., who have created a public-education kit for us educators. It is called the C.A.R.E. Public Educator's Kit, which stands for Community Awareness in Reporting Emergencies. The kit contains training programs for responders, government officials, disabled persons and English-as-a-second-language groups, as well as elementary, junior and high schools. It provides ideas, games and ways to teach 9-1-1 to different specific groups. C.A.R.E. contains a CD with actual 9-1-1 calls that will help your audiences understand

what a 9-1-1 operator faces when dealing with emergency calls and what information to give the operator. The 9-1-1 TeleTrainer is an electronic telephone-simulator for hands-on practice for your groups. Even adults can use the practice!

The complete C.A.R.E. package includes a large three-ring binder of games, hand-outs and training materials for all age groups, as well as the 9-1-1 call CD, instructor PowerPoint® presentations and the TeleTrainer telephone-simulator. The kit costs \$750 and will save a tremendous amount of time if you do not have an established program already developed! Why reinvent the wheel, especially if you have little time and expertise in doing so? The hardest part of any program is developing the messages and making sure the audience can absorb what you say properly.

Remember when the fire service taught what to do if your house is on fire, followed immediately by what to do when your clothes are on fire? Kids to this day will say if your house is on fire, stop, drop and roll! I hear that sometimes, because we used two messages that were too similar and presented them too closely together for preschool children. They simply mixed them up. Now we teach those two messages on different days.

It is so hard to create programs that do not confuse the public. So much of what we do now is apples and oranges...

Wireless and wireline are so different, it is hard to work with

the media, for example, and explain how a situation on wireless is different on wireline. I think the C.A.R.E. program will help a lot of us get a head start on our public-education programs.

Another new product comes from the Robot Factory. While the company has a lot to offer, I like Terry the Telephone. It is a remote-controlled robot that looks like a stand-up portable phone. It has eyes that move left and right, eyelids that blink, wink and sleep and a front that looks just like a phone pad. The keypad is fully functional with white lights that activate upon pressing the numbers. It has a wireless system for hearing and talking to your audience while out of sight. The cost is high at \$10,700, but it is a fun educational tool.

They also offer the walk-around costume for Red E. Fox licensed by 9-1-1 for Kids. The costume comes complete with a fan and traveling case. The cost for the costume is \$2,500; the Robot Factory offers cleaning, repairs and replacement parts. Materials can be purchased to compliment the robots or costumes, including activity books, videos, stickers and bookmarks. Along with the telephone, they also have remote-controlled mobile robots, tricycles and vehicles, so check them out online at www.robotfactory.com or call 719/447-0332.

I hope you are continuing to educate your citizens about 9-1-1. Everything about 9-1-1 seems to be changing so fast with the influx of cellphones. Let's not wait for something terrible to happen before we get out there and tell people what to expect when they call 9-1-1.

As I write this, I have just returned from taking my car to have it serviced.

**While going,
I was almost involved
in a multiple-car accident.
A car going the wrong way
on a three-lane road
crashed right in front of me.**

On the trip, I was almost involved in a multiple-car accident. A car going the wrong way on a three-lane road crashed right in front of me. Five cars ahead of me were involved and, after I got my car out of the way, I

ran to the car which had gone the wrong way, calling 9-1-1 as I ran. The car was cut in half and I was feeling the driver for a pulse as I continued to wait for an operator to pick up the line. I knew many people were on their phones and I simply waited, understanding they would get to my call as soon as possible.