



**ET-Seminar #2**

A 'brief' discussion about


**Teaching Common Sense**



**'5' Ways To Increase A Trainee's Common Sense**

Isn't What You Think

**Learning Points**



1. What is common sense
2. Think Out Loud #1
3. The Foundation #2
4. Colombo #3
5. Show Me #4
6. One Minute Pull Up #5
7. Anti Common Sense?

*...why should I*

**What is Common To You...**




May not be common to another.

But what we really mean by common sense is...

**'Everyone should know this'**

Not So Common

**What is Common Sense?**




In general, Common Sense is also derivative of **life experience**. For example, a child may stick their fingers in an electrical socket and be shocked.


As an adult, it would be considered common sense to understand that one should not stick their fingers in an electrical socket – **learning & experience = common sense.**

Unless... You have experience

**What is Common Sense?**




In this call – an **Inexperienced person** may feel that it isn't 'common sense' to send an officer to this woman – yet this experienced dispatcher **did**. Why?




Click to hear

Unless... You have experience

**What is Common Sense?**



In this call – an **experienced person** had the **alarm company** call back– to teach the alarm companies the 'right' number to call. This is a transfer from a secondary to a PSAP. So then.... experience really isn't everything in common sense now is it!



Not So Common


**What is Common Sense?**



In Emergency Communications, we have a **goddess**. Her name is common sense. If a trainee doesn't make it, we often blame the devil of **NO** common sense. Is it true that common sense is something you are born with – or not? Should **everyone** know this stuff?

Not So Common

**What is Common Sense?**



Common sense is defined as the *'ability to choose the correct choice when presented with a decision'*.

When presented with someone who lacks common sense, ask yourself how many people without your knowledge would be able to do the **same** as you.



**5 Ways To More Common Sense**

I think therefore I do

### 1. Think Out Loud

They are learning how to think from you. **Common Sense** comes from knowing how to think about logical conclusions.

Let them hear how you came to YOUR conclusion.

You are teaching them to 'think' like you not act like you.

Because is the magic word

### 1. Think Out Loud - Applied

**Think out loud.** For example if you become frustrated at an officer. Instead of showing it, say it. "He needs to clear that call, not just end up at the station...BECAUSE...."

Because is the magic word in training.

What is Beneath This?

### 2. Go To The Foundation

Make sure you talk about what is *underneath* a way of doing things. If trainees understand the **reasons** behind the actions, they are more likely to do the action when allowed to perform independently.

Because I said so?

### 2. Foundation - Applied

**For example:**

Explain **why** you repeat back or echo on the radio.

Explain **why** you need to get times correct.

Explain the need to do anything by asking them **why** do they think it's done that way!



"I have no objection to creative problem solving as long as it's not too creative and it's not a real problem."

Make Them Think

### 3. Play Columbo

Don't tell too much, ask. Play **Columbo!** You know the answer - but you ask the question as if you don't.

Excellent teaching is **waiting**, whereas the result of asking is **thinking**.

Ask questions and have **patience** for their answer

YOU tell ME

### 3. Columbo - Applied

*"What just happened there between those two officers?"*

*"What types of ICS statements did you hear on the last call?"*

*"Why did I go to that card on that abdominal pain?"*


Owie

### 4. Show Me

People learn to make the right decision most vividly when they make the **WRONG** decision first. **Ouch.**


You can purposefully give trainees situations to see if indeed they come up with 'your' expected answer.

**What IF** 4. Show Me - Applied




If you cannot include off the console simulation in your training, you can give what if scenarios.

**What IF** 4. Show Me - Applied




What if this person were on a cell phone?  
 What if someone calls in a stolen car without a license plate info?  
 What if this caller had a restraining order?

**No Duh** 4. Show Me - Applied




Test their **COMMON SENSE** by asking questions that may rely on common sense but don't assume they have none if they are wrong assume they need more information, training or understanding.  
**Remember it isn't common to them.**

**What's Up With That?** 5. One Minute Pull Up




In the event your trainee really pulls a **NO** common sense answer or action on you. You must address it **quickly** and discuss the **thinking process** that led to it.

**What's Up With That?** 5. One Minute Pull Up Sample



"You just \_\_\_\_, can you tell me a better way?"  
 "That isn't the decision I would have wanted you to make. Can you tell me what led you to that decision?"  
 "Can you share your thinking?"

**There is A reason** 5. Pull Up - Applied




Most likely this person has a misconception, a belief system, or a wrong idea about what happened or what they should do that needs to be corrected.  
 What may be common to you may be **confusing** to them.



So....  
**everyone** can learn this stuff?

**Go deeper** Anti Common Sense



**YES** there are people who aren't able to "get it" and just don't think quickly when on the spot cannot connect the dots for whatever reason.  
 That doesn't mean they don't have common sense in **SOME** other areas where they understand.  
 It's your job to make sure they have **enough info** to tell the difference between their lacking and the training



"Don't tell them we failed. Tell them we decided to temporarily postpone our success."

GLASBERGEN

Who  
Says So?



**Critical thinking** involves questioning the authority of what has always been 'believed' or taught as held as the way to think.

Get Creative

Creative Projects Lesson Two



1. Find a book at a bookstore about common sense and list the title, author and chapters. There are some.
2. Reflect on an action you took that might have needed a *think out loud*.
3. Explain in depth why one of your procedures is the way it is.
4. List 5 questions you might want to ask – that you know the answer to.
5. Create a scenario that most likely will result in such learning.