Enhanced Caller Management

Course Description
NENA’s Enhanced Caller Management course helps you become a better call taker, enhances your professional skills, and improves outcomes for your agency and the community you serve. From active listening to decision making, local knowledge to performing efficiently in a crisis, the journey to becoming a star performer under the headset starts here. This exciting course builds upon basic standards, protocols, and policies to help you advance to the next level of 9-1-1 call-taking proficiency on your journey towards professional mastery. Topics include: handling infrequent but highly critical events, improving listening skills, and developing a plan to keep your skills growing to meet new challenges.

Course Objectives
- Understand the technology currently available and what can be expected in the future
- Dissecting all types of calls (law enforcement, fire, ems)
- Preparing for high-stress situations
- Continuing skills development through training, QA, and after actions
- This course encourages the use of protocol and provides strategies and skills to handle even the most difficult calls

Course Audience
This course is designed primarily for 9-1-1 Center Call takers / Public Safety Dispatchers.

Course Prerequisites
None

Course Materials
- NENA provided course manual.
- Power Point
- Video and audio examples

Student Expectations
All electronic devices are to be turned off or set to silent before the start of class. Students are expected to act in a professional manner, participating in the course, be courteous to the instructor(s) and your fellow participants. When applicable, students are expected to pass the final exam with a score of 73% or above.
Classroom Etiquette
The classroom is a forum for the exchange of ideas. During the course of the term, questions and/or statements may be made that can and will stimulate different points of view. Everyone has the right to express himself or herself and to be heard. Responses to varying opinions will be respectful and responsible. Class participants will treat their classmates with dignity and respect, both inside and outside the classroom.

Attendance Policy
NENA offers all participants certificates of completion for our courses. Attendance is critical. Therefore, no more than 10% of class time may be missed. It is strongly suggested that participants missing any time contact the instructor and make suitable arrangements to pick-up missed materials.

Academic Integrity
The National Emergency Number Association (NENA) supports a strict policy on academic integrity. Participants are responsible for their own work, including preparation of papers, presentations, and taking any examinations that might be part of the course work. Cheating and plagiarism will not be tolerated and a certificate will not be issued.

Course Schedule

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<thead>
<tr>
<th>#</th>
<th>Unit of Instruction</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Orientation, Course Objectives and Introductions</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>Technology</td>
<td>.5</td>
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<tr>
<td>3</td>
<td>Job Skills and Insights</td>
<td>1</td>
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<tr>
<td>4</td>
<td>Law Enforcement Call-Taking Skills</td>
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<tr>
<td>5</td>
<td>Fire and EMS Call-Taking Skills</td>
<td>1.5</td>
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<tr>
<td>6</td>
<td>Call-Taking during stressful times</td>
<td>.5</td>
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<tr>
<td>7</td>
<td>The Never-Ending Journey</td>
<td>.5</td>
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<tr>
<td>7</td>
<td>Closing, Summary, and Exam</td>
<td>.5</td>
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<tr>
<td></td>
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<td>7 hours</td>
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