

Information Gathering from Child and Senior Callers

Even experienced telecommunicators can be blindsided by the challenges that arise when they receive calls from very young or senior callers. This course explains some of the unique characteristics of callers at both ends of the age spectrum and provides techniques the telecommunicator can use to improve call effectiveness.

By understanding basic child development, the telecommunicator can adapt their call-handling approach to help child callers answer questions and follow instructions. These techniques can be applied to domestic violence, medical emergencies, language barrier and unknown address calls. When talking with senior callers, the telecommunicator may have to accommodate for the caller's hearing or vision loss, reduced mobility or inability to respond as quickly and coherently to questions as well as younger adult callers might. This course brings an awareness to these circumstances and provides techniques the telecommunicator can use to respond to these call types.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Explain how child callers differ from adult callers and why the telecommunicator may need to employ different techniques to acquire information and give Pre-Arrival Instructions.
2. Recognize characteristics of callers in the preoperational development stage and use age-appropriate techniques to interact with these callers.
3. Recognize characteristics of callers in the concrete operational development stage and use age-appropriate techniques to interact with these callers.
4. Explain why senior callers may be hesitant to call 911 or downplay the severity of their situation and how this impacts the telecommunicator.
5. Describe how a telecommunicator should respond to callers with hearing, vision or mobility limitations.
6. Explain two ways a telecommunicator can change their typical approach to questioning to be more effective with senior callers.

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 1.0 CEU.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)