

## Active Listening Skills

Callers in a crisis state may be unable to respond to typical questioning strategies. Telecommunicators that use active listening skills recognize how to address the caller's emotional needs and obtain essential call details. This course explores the components of effective communication and the seven active listening skills that can help telecommunicators establish dialogue with callers who might have reached their hysteria threshold, are contemplating suicide or have taken someone hostage. While these skills are imperative for crisis situations, they also help improve communication on any call and even in your personal relationships.

### Goals

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

1. List the three components of communication.
2. Explain how verbal and paraverbal messaging impact the telecommunicator's ability to gather information from, and deliver information to, callers.
3. List the seven active listening skills.
4. Define each active listening skill and provide an example of how the telecommunicator could use each skill.

### 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)