



Title Telecommunication Techniques	Date 09/08/2021
CDE Number G-2109001	CDE Credit Hours .5 HRS

I verify that I read and am familiar with the contents of this document.

Please return this to your agency's training coordinator for CDE credit. If you have any questions please contact us at 911training@elpasoteller911.org

X _____

Signature

DATE

X _____

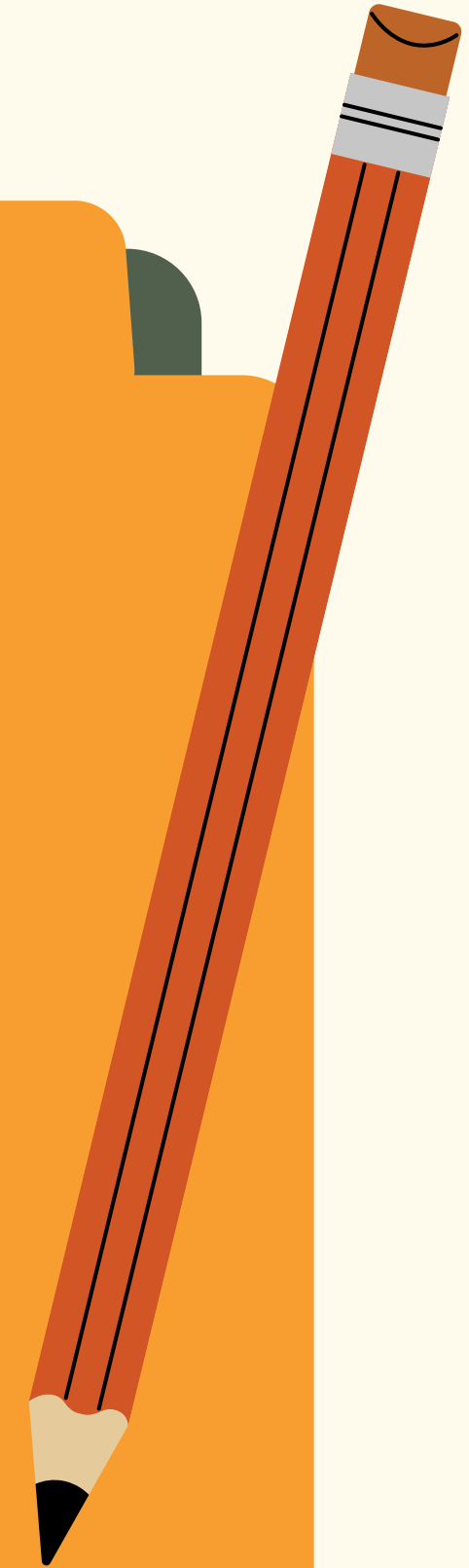
Printed Name

X _____

Agency

EL Paso - Teller 911 Authority

TELECOMMUNICATION TECHNIQUES

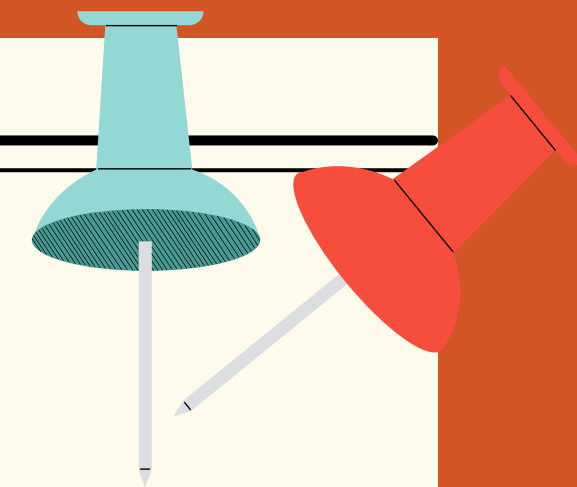




**How do you handle
emergency calls
more effectively??**



Vocal Techniques



Pronunciation/
Enunciation

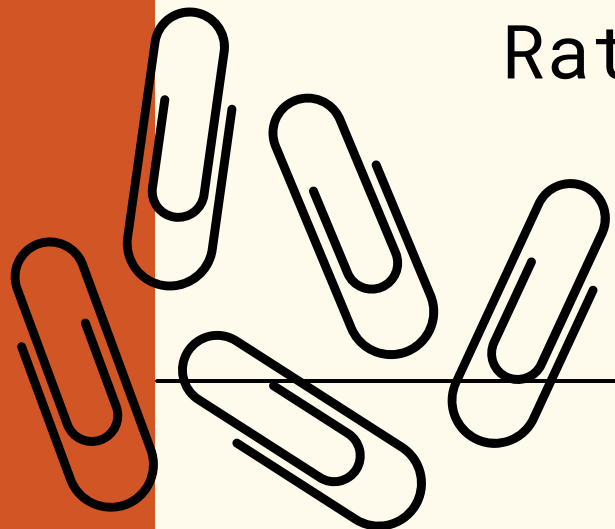
Diction

Phrasing
Avoid Jargon
Avoid Acronyms
Avoid Protocol Terms

Rate/Pace

Volume/Tone

Pitch
Inflection
Attitude



Telecommunication Techniques



1

Using the caller's name

- Calms callers by creating a personal relationship
- Avoid Terms that can be offensive (example honey or dear)

2

Remain Objective

- “The ETC is never allowed to judge the integrity or honesty of the caller.” First Rule of Judgment

Telecommunication Techniques



Reassure the callers

- Assuring the callers they have reached the right place for help can be reassuring for someone who is uncertain.
- Reassuring callers that help is on the way and the protocol is not delaying anything can provide reassurance.

Explain Actions

- Explain what is happening and why to eliminate any frustration or uncertainty with the callers

Elicit Feedback


- Asking for feedback that the caller understands the message being communicated may be necessary, do not assume the callers understand and clarify when needed.



Active Listening

- Provide verbal feedback to ensure correct understanding of what the caller has volunteered
 - Focus on the call and avoid distractions
 - Focus on the caller's message and how those words are communicated (not the callers emotion)
 - Pay Attention to auditory cues
-

UNDERSTAND THE ECCS LEVELS!



Emotion/Cooperation	Score
Normal conversational speech	1
Anxious but cooperative	2
Moderately upset but cooperative	3
Uncooperative, not listening, yelling	4
Uncontrollable, hysterical	5

Figure 1.7 ECCS ratings.

Go Check out our CDE on ECCS Levels on our website!

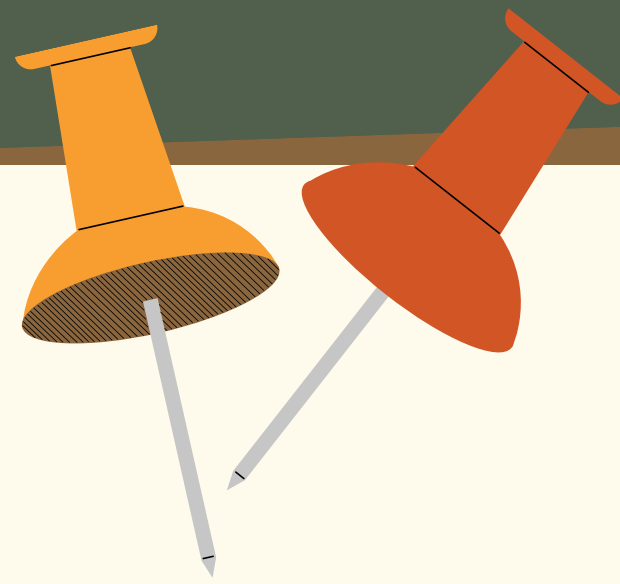
Empathy differs from sympathy (feeling
sorry for someone)

**It is okay to
acknowledge the
caller's emotion.**

Empathy: Ability to feel and reflect what another
person is feeling

Empathy helps the caller feel "heard"





QUESTIONS OR COMMENTS?

Please email us at
911training@elpasoteller911.org

Visit our other CDE'S at
<http://elpasoteller911.org>
