

Title	Date
Discipline/Version	CDE Credit Hours

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

- ☐ PDF Attached
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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

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Printed Name

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Agency

RECIPE FOR SUCCESS!

DIRECTIONS:

Be sure to review CDE: ***"The Ingredients for Good Customer Service"***, first!

A great recipe needs the right mix of colorful ingredients, and great customer service is no different! To the right, you'll find statements made by either a caller or dispatcher. Some are exemplary examples of customer service, while others indicate we could use a review of the standards. Blue text represents the caller, and green text represents the dispatcher.

Using what you've learned about Customer Service Standards, match each statement to the ingredient that best addresses the behavior shown. Each ingredient below identifies the applicable standard and the portion of that standard you'll need, so read each ingredient carefully!

Once you've made your matches, use the decoder to reveal the secret recipe.

Just like great customer service, every ingredient has a purpose, but not every ingredient belongs in this recipe. There are more ingredients than you'll need, so choose wisely!

1. "My partner has already sent help. The fire department is on their way"
2. "I am here with you, I am going to tell you how to control the bleeding until help arrives."
3. "Jake, take a deep breath so that we can help your dad. Jake, take a deep breath so that we can help your dad."
4. "I can't understand the instructions. You are going too fast!"
5. "I understand your concern. I want to get help to you."
6. "Do you want to try CPR?"
7. "Have you sent help? Why are you asking all of these questions?! Can I hang up now?"
8. "I am seeing that the ambulance will be there in 3 minutes."



Use Correct Volume, Tone and Rate:

The dispatcher's appropriate rate of speech provides effective communication in crisis



Avoid Gaps:

When gaps cannot be avoided, the dispatcher explains why there will be a short lull in the conversation.



Prohibited Behaviors:

Asking permission to give instructions



Provide Reassurance:

The dispatcher reassures the caller that help is on the way



Display Compassion:

The dispatcher uses phrases consistent with professional, compassionate communication



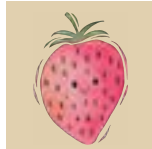
Uncontrollable Expectations:

If asked about possible outcomes, the dispatcher uses phrases consistent with positive ambiguity.



Uncontrollable Expectations:

If asked when responders will arrive, the dispatcher uses phrases consistent with positive ambiguity.



Repetitive Persistence:

The dispatcher repeats a statement that includes reassurance, an explanation, a required action, and may include the caller's name or title.



Provide Reassurance:

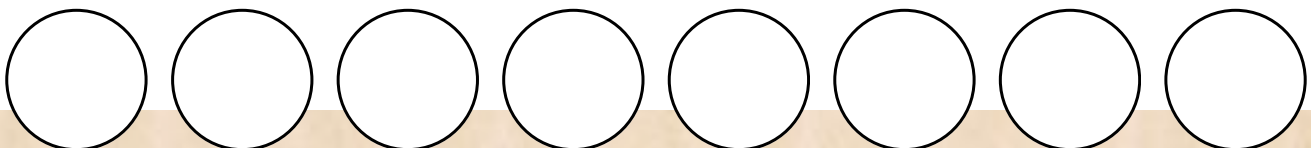
The dispatcher reassures the caller that they will provide instructions on how to help the patient until help arrives.



Explain Actions:

The dispatcher explains to the caller what is happening or what is going to happen and what to expect next.

SECRET RECIPE:



ANSWER KEY

RECIPE FOR SUCCESS!

1. "My partner has already sent help. The fire department is on their way"

This is an excellent application of **Standard 6: Provided Reassurance**. The dispatcher appropriately reassures the caller that help is already on the way.

2. "I am here with you, I am going to tell you how to control the bleeding until help arrives."

This is another great demonstration of **(Standard 6)** providing reassurance. The dispatcher reassured the caller that they will give them patient care instructions until the responders are on scene.

3. "Jake, take a deep breath so that we can help your dad. Jake, take a deep breath so that we can help your dad."

This is an example of **Standard 9: Calming Statements - Repetitive Persistence** that addresses all three desired behaviors.

4. "I can't understand the instructions. You are going too fast!"

This is an example of a response from a caller that indicates there is room to improve **Use of Volume, Tone, and Rate (Standard 2)**. Remember, this is likely the caller's first time hearing the instructions and they need time to comprehend the information.

5. "I understand your concern. I want to get help to you."

This is an example of **Standard 3: Displaying Compassion** that makes it known to the caller that the dispatcher cares AND has a desire to assist.

6. "Do you want to try CPR?"

Standard 8: Prohibited Behaviors specifically addresses asking the caller for permission. Always assume they want to be given care instructions, after all, they did call 9-1-1.

7. "Have you sent help? Why are you asking all of these questions?! Can I hang up now?"

This is an example of a caller becoming frustrated, likely because they don't understand the calltaking process or what is happening next. **Standard 5: Explain Actions** guides the dispatcher to provide a brief explanation that helps the caller understand what is happening, why certain steps are being taken, or what they can expect next.

8. "I am seeing that the ambulance will be there in 3 minutes."

Standard 7: Uncontrollable Expectations specifically addresses providing an estimated time of arrival for the responders and directs the dispatcher to use positive ambiguity in these circumstances.



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Avoid Gaps:
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Provide Reassurance:
The dispatcher reassures the caller that help is on the way



Prohibited Behaviors:
Asking permission to give instructions



Display Compassion:
The dispatcher uses phrases consistent with professional, compassionate communication



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If asked about possible outcomes, the dispatcher uses phrases consistent with positive ambiguity.



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SECRET RECIPE:

