

Title	Date
Discipline/Version	CDE Credit Hours

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

- ☐ PDF Attached
- ☐ YouTube Link:
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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

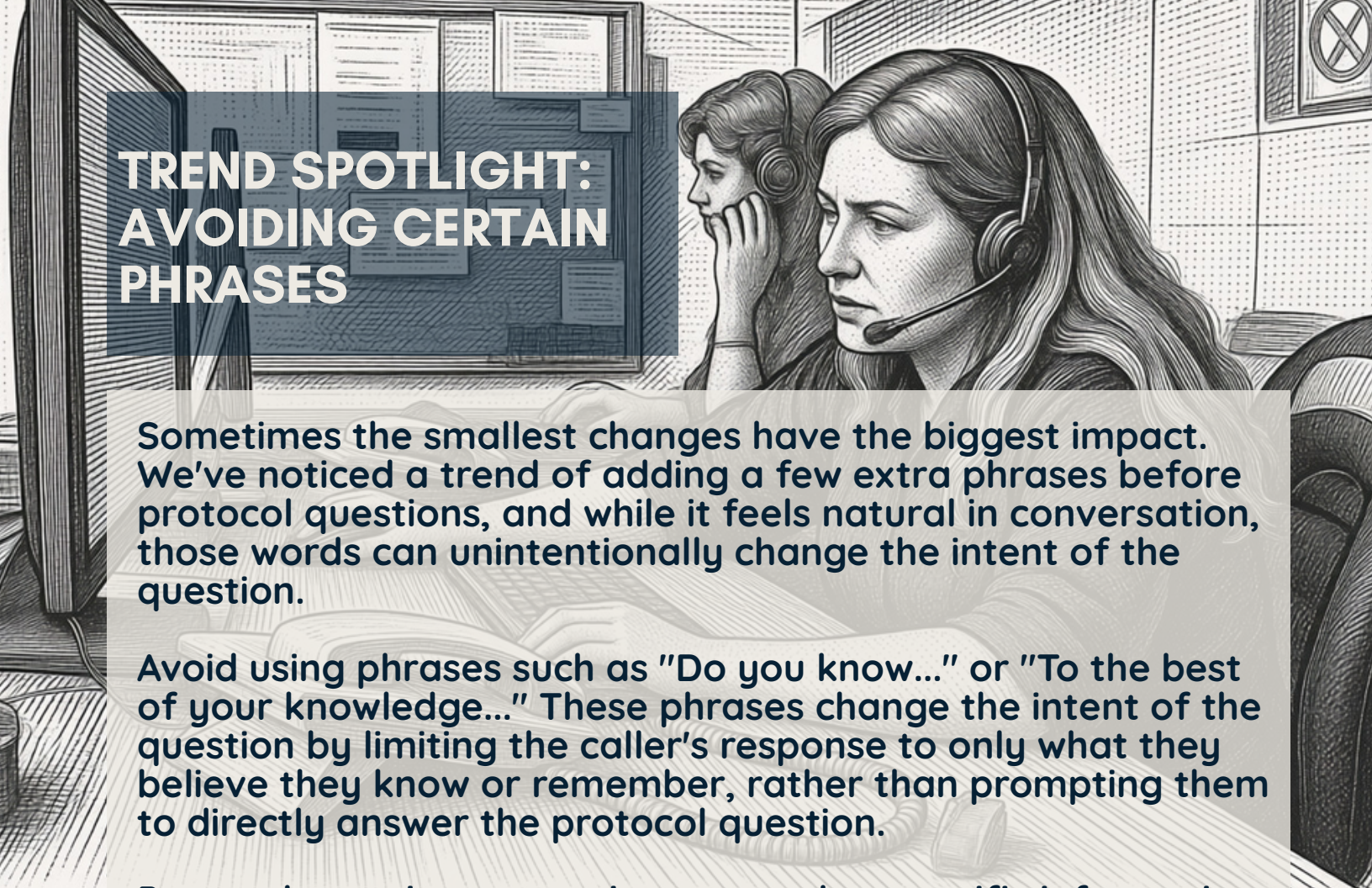
Date

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Printed Name

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Agency



TREND SPOTLIGHT: AVOIDING CERTAIN PHRASES

Sometimes the smallest changes have the biggest impact. We've noticed a trend of adding a few extra phrases before protocol questions, and while it feels natural in conversation, those words can unintentionally change the intent of the question.

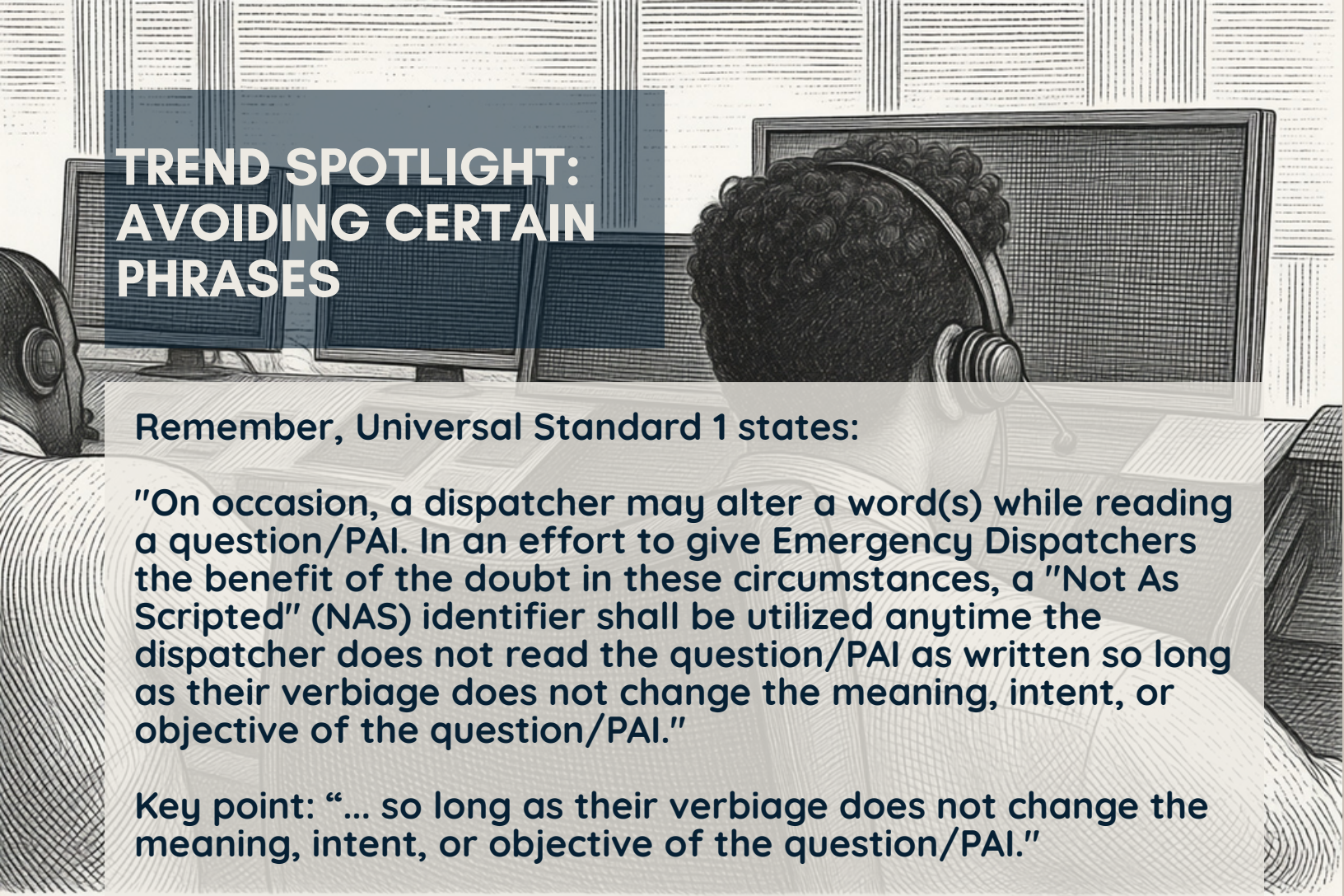
Avoid using phrases such as "Do you know..." or "To the best of your knowledge..." These phrases change the intent of the question by limiting the caller's response to only what they believe they know or remember, rather than prompting them to directly answer the protocol question.

Protocol questions are written to gather specific information and should be asked as written whenever possible. Adding these specific phrases can unintentionally influence how the caller interprets the question and may affect the accuracy or completeness of the response. The goal is to obtain the caller's direct observation or available information, not to narrow the question before they've had a chance to answer.

Examples of phrases to avoid:

- Do you know...
- To the best of your knowledge...
- As far as you know...
- Are you aware if...
- Can you tell me if you know...
- From what you know...
- Based on what you've been told...
- Is there anything you know about...
- Have you been told whether...
- Do you happen to know...





TREND SPOTLIGHT: AVOIDING CERTAIN PHRASES

Remember, Universal Standard 1 states:

"On occasion, a dispatcher may alter a word(s) while reading a question/PAI. In an effort to give Emergency Dispatchers the benefit of the doubt in these circumstances, a "Not As Scripted" (NAS) identifier shall be utilized anytime the dispatcher does not read the question/PAI as written so long as their verbiage does not change the meaning, intent, or objective of the question/PAI."

Key point: "... so long as their verbiage does not change the meaning, intent, or objective of the question/PAI."

A great way to provide good customer service without changing the intent of the protocol is to explain why you are asking the questions before beginning the key questions. This helps prepare the caller while allowing the protocol questions to be asked exactly as written.

For example, you might say:

"I know you're not there, but I need to gather as much information as possible for the responders. Please answer each question as best you can, and if you're not sure about something, just let me know."

After setting the stage, let the protocol do the work. Ask each question as written and avoid adding phrases that may unintentionally change the intent of the question.

