



EFFECTIVE COMMUNICATION (G - 242)

No. of Openings: 30

ALBANY COUNTY

2 DAYS

APRIL 2-3, 2012

ANNOUNCED: FEBRUARY 3, 2012

PROFESSIONAL DEVELOPMENT SERIES - NATIONAL TRAINING CURRICULUM

Description:

This course is designed to provide an opportunity to improve the student's ability to lead others – to motivate them to commit their energies and expertise to achieving the shared mission and goals of the emergency management system. Use of the information, skills and job aids provided in this course are of value to public safety & private sector organizations throughout the country in a variety of applications;

Fires (structural & wildland)	Hazardous Materials Incidents
Search & Rescue	Law Enforcement Operations
Multi-Casualty Incidents	Air, ground, & water accidents
Planned Events e.g., parades, concerts, etc.	Natural Disasters e.g., tornadoes

Course Curriculum Structure and Topics:

1. Describe the basic communication process
2. Describe the value of feedback
3. Explain how emergency communications differ from daily communications and how to be most effective communicating under emergency circumstances
4. Assess the multicultural communication needs of an audience and adjust verbal and non-verbal messages accordingly
5. Use technology appropriately to enhance communication success
6. Tailor the message to the audience and situation
7. Use non verbal's to enhance the message and accurately read the nonverbal cues of the listener
8. Prepare and deliver an effective oral presentation

Prerequisites: None

Completion: Participants who achieve a passing score on the exam will receive a Certificate of Completion for the course.

Location: DHSES - Office of Emergency Management
Harriman State Office Campus, Bldg 7a
1220 Washington Avenue, 1st Floor
Albany, NY 12226

Cost:

There is no fee for the course. Food, lodging and transportation costs are the responsibility of the participant.

Time: 8:30 a.m. – 5:00 p.m.

Who Should Attend?

The target audience for this course is individuals who participate in Emergency Management activities and include, but are not limited to: Fire Service, Emergency Management agencies, Law Enforcement, EMS, Healthcare, Education, Military, Search and Rescue, Volunteer Organizations Active in Disaster, other government agencies and private sector organizations with emergency management responsibilities.

Registration:

Complete the registration form at: (click link below)

<https://www.surveymonkey.com/s/9W327F5>

SEMO welcomes all qualified registrants; however, it may become necessary for SEMO to prioritize registrations to ensure the “most appropriate” target audience is accepted to these offerings. SEMO Training will seek to provide the training to those deemed, by their emergency management role and position most needing the training, when selecting course registrants.

Registration Deadline:

5:00 P.M. March 20th, 2012

Contact: NYS Office of Emergency Management - Training & Exercises at (518) 292-2351 or OEMtraining@dhSES.ny.gov

TRAINING NOTICE