



EFFECTIVE COMMUNICATION (IS-242B)

No. of Openings: Min. 15/ Max.30
JANUARY 23-24, 2018

ERIE COUNTY
WESTERN NY

2 DAYS

ANNOUNCED: NOVEMBER 27, 2017

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)
Search & Rescue
Multi-Casualty Incidents
Planned Events e.g., parades, concerts, etc.
Hazardous Materials Incidents
Law Enforcement Operations
Air, ground, & water accidents
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: Erie County Emergency Services Training & Operations Center
3359 Broadway
Cheektowaga, NY 14227

Time: 8:30 AM - 4:30 PM

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

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:

Use this course code in SLMS to search for class:

04-18-0242-01-01-46-18001

The Statewide Learning Management System (SLMS) will be used for course registration https://nyslearn.ny.gov/index.html

if you already have an account within SLMS please choose SLMS Login, if you are new to the system please choose First Time Logging.

Please click on the link below for information on how to validate/obtain an account within the New York State Learning Management System

http://www.dhses.ny.gov/training/slms/SLMS_ExternalUserRegistration.pdf

Registration Deadline: January 9, 2018

Completion: Participants, who actively participate, attend all course contact hours and pass a written test will receive a Certificate of Completion for the course.

TRAINING NOTICE

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