RYAN KECK
CENTER FOR POLICING EXCELLENCE
**SCENARIO:**
THE ONLY INFORMATION YOU RECEIVE IS THIS...

1) List the specific steps you would take

2) List the skills a dispatcher needs to complete these steps
How do you learn?

- Practice
- Demonstrations
- Experience (Mistakes)
- Scenarios
- Different exposures
- Feedback
- Reading (SOPS, Policy, etc.)
- Reporting
- Teach Back
- Observations
- Illustrations
- Researching
- Muscle memory
- Self evaluation
- Trouble-shooting
<table>
<thead>
<tr>
<th>An instructor...</th>
<th>A facilitator...</th>
</tr>
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<tbody>
<tr>
<td>o GIVES CLEAR DIRECTION</td>
<td>o ASSESS STUDENT NEED</td>
</tr>
<tr>
<td>o HOLDS ONE-WAY CONVERSATIONS</td>
<td>o ADAPT TO STUDENT</td>
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<tr>
<td>o IS INSTRUCTOR DRIVEN</td>
<td>o CREATED EMOTIONAL RESPONSES</td>
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<tr>
<td>o TELL YOU WHAT TO FEEL, DO</td>
<td>o IS CLASS DRIVEN</td>
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<tr>
<td>o PROVIDES INFORMATION</td>
<td>o LETS YOU FEEL, DO, ETC</td>
</tr>
<tr>
<td>o DEMONSTRATES</td>
<td>o USES DIFFERENT APPROACHES</td>
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<tr>
<td>o LIMITS MISTAKES</td>
<td>o HELPS LEARN PROCESSES</td>
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<tr>
<td>o IS IN CONTROL</td>
<td>o SHARE EXPERIENCES AND MAKES USE OF THEM</td>
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<tr>
<td>o PROVIDES BASICS</td>
<td>o ALLOWS MISTAKES</td>
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<td>o KNOWS THE ANSWER</td>
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<td>o RELIES ON MATERIALS</td>
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The Learning Pyramid*

Average Retention Rates

5% Lecture
10% Reading
20% Audio-Visual
30% Demonstration
50% Group Discussion
75% Practice
90% Teaching Others

Passive Teaching Methods
Participatory Teaching Methods

*Adapted from National Training Laboratories. Bethel, Maine
A learner needs new content

A learner needs to challenge the content, as well as their own assumptions about it

A learner needs opportunities to learn about themselves as a result of their conclusions
RESOURCES

• Christensen Center for Teaching and Learning, Harvard University  
  hbs.edu/teaching

• Edutopia, George Lucas Educational Foundation  
  edutopia.org

• Interdisciplinary Journal of Problem-Based Learning, Purdue University  
  docs.lib.purdue.edu/ijpbl

• Measures of Effective Teaching Project, Bill and Melinda Gates Foundation  
  metproject.org

• QF2Teach Project, German Institute for Adult Education  
  qf2teach.eu

• Teaching as Leadership, Teach for America, Inc.  
  www.teachingasleadership.org