FIELD GUIDE / QA & PEOPLE

A practical dispatcher development plan

Connect learning, simulation, feedback, and follow-up around one clear objective. This planning guide supports onboarding and ongoing development without reducing readiness to a completed activity.

01 Define the capability you want to build

Start with a role expectation, an onboarding milestone, or a reviewed communication. Describe the behavior the learner should demonstrate in plain language. Keep the objective narrow enough that a trainer can observe it.

- Learner or role and current development stage.
- Specific skill or knowledge to develop.
- Agency expectation or procedure that defines the behavior.
- A concrete example of what successful performance looks like.

02 Choose the right learning and practice

Use instruction to establish knowledge and practice to make application observable. Select relevant learning content and a simulation or other exercise that fits the same objective. Confirm the current product capabilities before building the plan around them.

- Learning activity and the knowledge it should establish.
- Practice scenario and the behavior it should elicit.
- Preparation needed from the learner and trainer.
- Available tools, access, and scheduling responsibilities.

03 Prepare a focused observation

Tell the learner what the exercise is intended to develop. Give the trainer a short set of observation points tied to the objective. Avoid adding so many criteria that the feedback loses its focus.

- Behavior to observe.
- Evidence or notes the trainer should capture.
- Context that may affect the interpretation.
- When the exercise should be paused or repeated for learning.

04 Debrief with an actionable next step

Discuss what happened, invite the learner's perspective, and connect the observation to the expectation. Identify what to repeat and what to adjust. Give the learner a specific next opportunity to apply the feedback.

- What was demonstrated well?
- Where did the behavior differ from the expectation?
- What adjustment will the learner make?
- What support or additional instruction is needed?

05 Document progress without overstating readiness

Record the activity, feedback, and subsequent evidence. An attendance record, completed lesson, or successful simulation is one part of the agency's broader readiness evaluation. Keep the final decision with the people responsible for training.

- Objective and activities completed.
- Observed behavior and feedback.
- Follow-up evidence using the same expectation.
- Next action and the person responsible for the decision.

PUT THE GUIDE TO WORK

Use this guide to shape your agency's evaluation and working discussions. Confirm product availability and supported configurations with Equature.

Dispatcher Training >

SmartSim >

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