

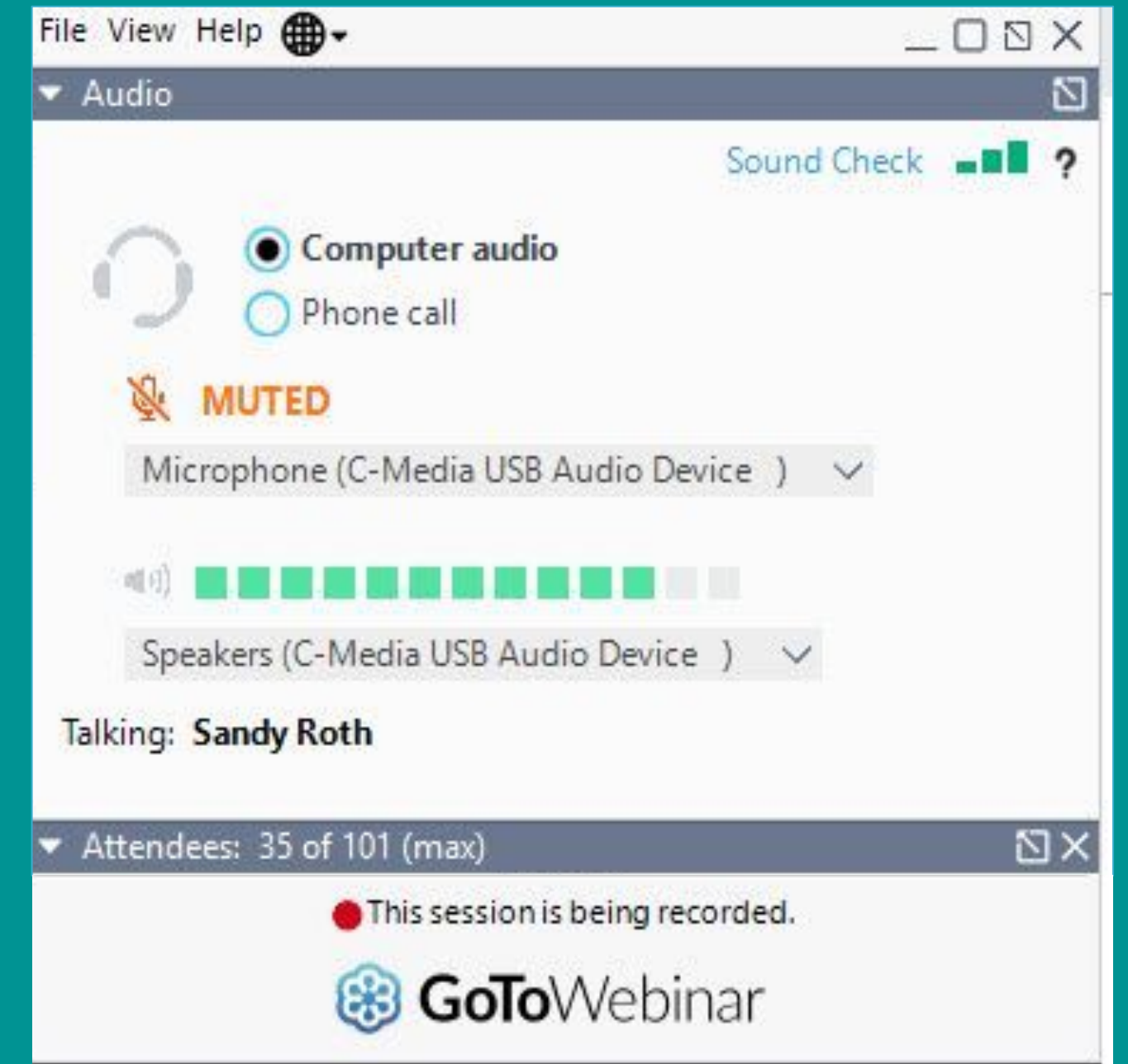
Webinar

5 Ways to Transform Your Training Program with Technology



Webinar Notes

- If you have any questions, please **navigate to the GoToWebinar chat panel**
- A link to the presentation recording and **slides will be emailed to you tomorrow**
- Questions after the webinar is over? **Reach us at contact@powerdms.com**



Overview

01. Why Modernize Public Safety Training?

02. Five Ways to Transform Your Public Safety Training Program with Technology

03. Q & A

Presenters



Robin Gifford

**Customer Success Manager, PowerDMS by
NEOGOV**

Former Police Officer and 911 Operator



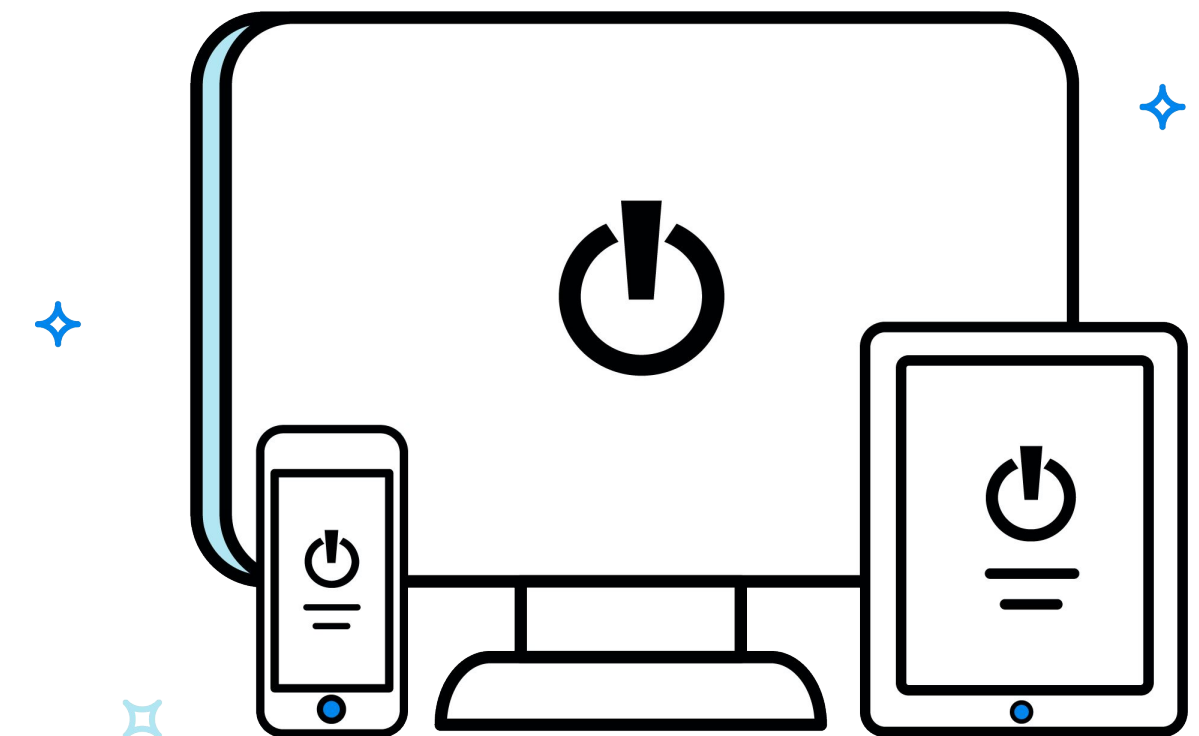
Bobby Gotch

**Customer Success Manager, PowerDMS by
NEOGOV**

Former Customer Success Manager at
Agency360

Why modernize your public safety training program?

- Protect yourself against increased scrutiny
- Meet increasingly complex demands and challenges
- Maintain mobility and adaptability into the future
- Save time, money, and frustration
- Set training standards for future success



What is the biggest training-related challenge you face today?

- A. **Time consuming** documentation
- B. Keeping up with **new/changing policies**
- C. **Communication** between leaders, trainers, trainees
- D. Maintaining training **standards**

Saving Time and Resources



The problem: Inefficiencies in recordkeeping and training documentation

- Trainers get overburdened with administrative tasks
- Focus becomes documentation instead of providing quality training
- Time-consuming to find and compile training records
- Paper-based processes are costly and error-prone

How FTO software can help



Simplify documentation for trainers

- Forms and evaluations that inform each other
- Easily complete evaluations in the moment



Produce training records with a single click

- Centralized training records that are always accessible
- Search feature protects your agency with the ability to instantly produce and prove training



Reduce overtime and eliminate paper-based process costs

- Reduce overtime with the ability to complete DORs throughout a shift
- Say goodbye to paper and printing costs and filing cabinets

Trainee Dashboard



Joe Trainee [↗](#)

Phase 1

1 Alert

Daily Observation Report [▼](#)

Program Forms

All Statuses [▼](#)

Date	Form Name	Stage
08/26/2023	Daily Observation Report #2	Trainee Sign-Off
● 08/25/2023	Daily Observation Report #1	Supervisor Review
● 08/24/2023	End Phase	Coordinator Review
08/24/2023	Supervisor's Weekly	Completed
08/22/2023	Trainee Self Evaluation #1	Completed
08/19/2023	Daily Observation Report #10	Completed
08/18/2023	Daily Observation Report #9	Completed
08/17/2023	Daily Observation Report #8	Completed
08/16/2023	Daily Observation Report #7	Completed
08/09/2023	Daily Observation Report #6	Completed
08/08/2023	Daily Observation Report #5	Completed
08/07/2023	Daily Observation Report #4	Completed
08/03/2023	Daily Observation Report #3	Completed
08/02/2023	Daily Observation Report #2	Completed
08/01/2023	Daily Observation Report #1	Completed

[View more forms created on this trainee >](#)

Reports Overview

96 Hours Observed

All Phases [▼](#)

Performance Categories

[Reports](#)

Most Acceptable

- 4 Attitude toward Police Work
- 4 Integrity/Ethics
- 4 Leadership

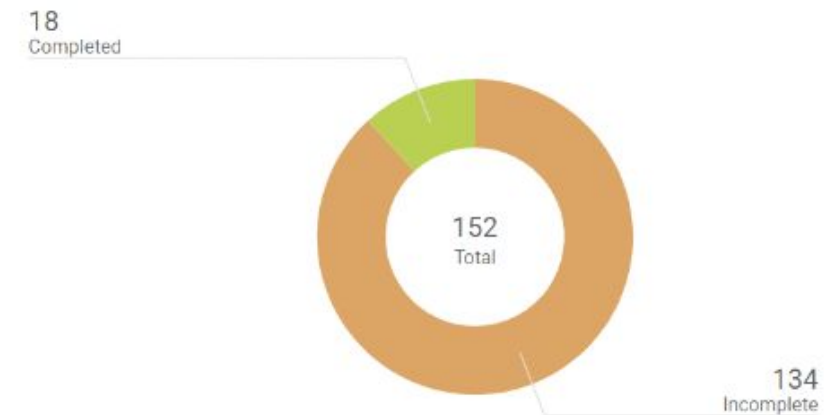
Least Acceptable

- 2 [^](#) Acceptance of Feedback
- 2 [^](#) Officer Safety: General
- 3 [v](#) Use of Map Book/GPS: Orientation/Response Time

* Trends calculated using the last 5 Evaluation forms

Assigned Activities

[Reports](#)



Skills

[Reports](#)

Most Completed

- 1 out of 1 Use of Force
- 1 out of 1 Active Shooter
- 1 out of 1 Radio Communications

Least Completed

- 0 out of 10 Alcohol Offense
- 0 out of 10 Handcuffing
- 0 out of 5 Drug Offense

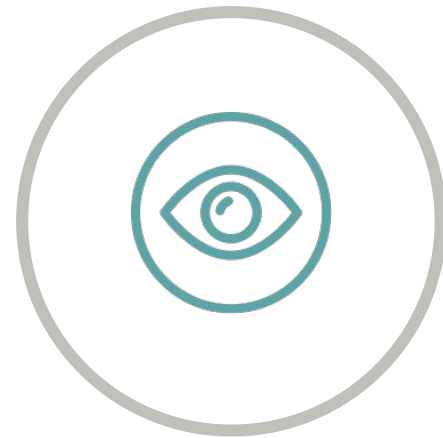
Increasing Visibility into Your Program



The problem: No easy way to see trainee progress, trainer effectiveness, or program needs

- Leaders can't easily view trainee progress
- Leaders often don't know there's an issue until it's too late
- No easy way to evaluate trainer effectiveness
- Trainees can't easily look back or see what's ahead

Transparency and Visibility



Leaders get instant updates

- Real-time dashboards show updates on trainees, trainers, and program
- No longer need to waste time waiting or inquiring about updates



Insights into trainer effectiveness

- See any trainee drop-offs in your program
- Reports can provide information on each phase of training and identify trainers that need support



Trainees can look back and see ahead

- Trainees get a 360 view to prepare themselves for success
- Can easily look back to reference completed training and prep for what's to come

Trainer Performance Scores

				Trainer, Amber		
				Low	Average	High
Attitude						
^ Acceptance of Feedback ⓘ				1	3.1	5
12/15/2020	Daily Observation Report #3		Trainee, Karl		3	
12/16/2020	Daily Observation Report #4		Trainee, Karl		3	
12/16/2020	Daily Observation Report #5		Trainee, Karl		5	
12/17/2020	Daily Observation Report #6		Trainee, Karl		5	
12/22/2020	Daily Observation Report #7		Trainee, Karl		3	
12/24/2020	Daily Observation Report #8 Defensive, makes rationalizations for mistakes		Trainee, Karl		2	
12/28/2020	Daily Observation Report #9 Denies errors, Argumentative		Trainee, Karl		1	

Minimizing Subjectivity in Training



The problem: Different methods lead to a lack of agency-wide training standards

- Different trainers adopt different styles leading to lack of agency-wide standards and trainee knowledge
- Experienced trainers can end up teaching from personal experience rather than curriculum or latest standards
- Trainers often complete multiple reports at the end of day, forced to rely on memory and inviting recency bias

Tie-In Guidelines Directly to Your Training



Fair and consistent evaluations

- Avoid recency bias with fair in-the-moment scoring
- Customizable and standardized forms and evaluations



Protect your agency with agency-wide standards

- Ensure every first responder is trained to the same consistently high standard
- Connect training to policies and SOPs so responders understand why things are done



Accurate assessment of trainees

- PowerFTO provides instant insight into trainee history as they move through your program
- Trainers can get and provide an accurate assessment of trainee progress and needs

Full Picture Scoring

Stress Control ⓘ

1

2

3

4

5

6

7

22m

- 🎤 **Stress Control**
Skills & Call Types 5m 4 ⋮
- 🎭 **Stress Control**
Skills & Call Types 5m 4 ⋮
- 🕶️ **Stress Control**
Skills & Call Types 12m 2 ⋮

Average: 3.33

Add ratings comments here...

[View Common Responses](#)

Stress Control

Evaluates the trainee's ability to deal with the various types of stress which occur on the job.

1 Unacceptable - Does not effectively function under stress of any type. Becomes frustrated under high stress situations. Does not understand importance of stress management.

4 Acceptable - Able to work under stressful situations and understands importance of stress management. Learning about stress responses with assistance from trainer.

7 Superior - Efficiently and effectively works under stressful situations. Understands their stress responses and has developed appropriate methods to manage stress.

Add Common Response

Other Common Responses

- Does not effectively function under stress of any type 1
- Becomes frustrated under high stress situations 1
- Efficiently and effectively works under stressful situations 7
- Understands their stress responses and has developed appropriate methods to manage stress 7

Ensuring Role Readiness



The problem: A lack of targeted support as responders move through the ranks.

- No easy way to provide add-on training for new roles
- Difficult to tie new training back to relevant policies and SOPs
- Responders often end up without comprehensive understanding of their new positions
- Without easy tracking of DOR completion, accountability can become an issue

Pre-built and customizable templates



Easy add-on customizable training

- Customize add-on programs for roles in your agency
- Adequately prepare responders for the unique challenges of each new position



Trainers and trainees stay informed

- Historical training data provides context as responders move through the ranks
- Transparency provides view of role expectations and requirements



Accountability made easy

- Send auto alerts for signature tracking to support accountability
- Get a clear view of who's signed what and when

Supporting Trainer, Trainee, and Program Success



The problem: Without data, it's difficult to see what's working and what needs improvement.

- No way to analyze program strong points or challenges
- Difficult to pinpoint where to focus support for trainees, trainers, and program as a whole
- Time consuming to break down each training phase for analysis
- Become stuck repeating ineffective methods impeding future success

Advanced Reporting Capabilities



Detailed reporting and dashboards

- Get a 360 view of every aspect of your training program
- Custom reports provide multiple ways to measure and get information from each phase of training



Targeted individual support

- Identify areas of need with a clear picture of trainers and trainees
- Identify issues before it's too late and understand where to provide resources and support



Enhance your program year after year

- Analyze your program year after year with data on every phase, activity type, trainer and trainee
- Data-driven decision making to justify where to allocate resources

How & When to Cover Skills & Activities

Policies & SOPs ...

^ Use of Force ⓘ 1 

Assigned Activities [+ Add Assigned Activity](#)

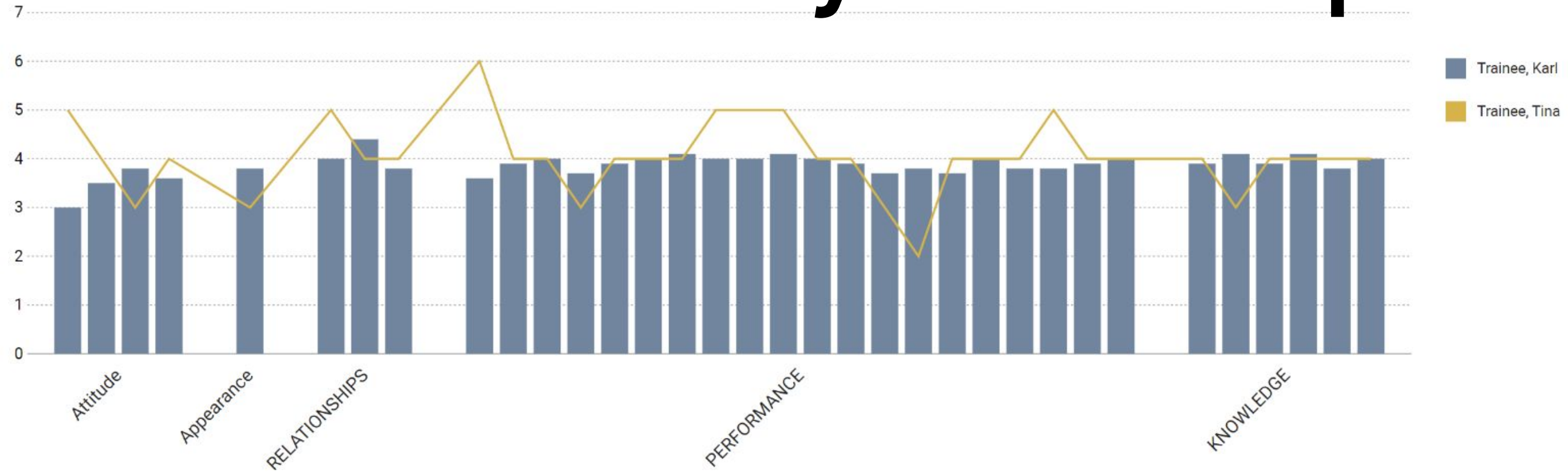
Activity Type	Description	Phase Due	Times Required
🕒 Instruction	Trainer to Review Use of Force Policy with Trainee	Phase 1	1

Use of Force

Review [Use of Force Version 2](#)

[Close](#)

Trainee Side by Side Comparison



	Trainee, Karl	Trainee, Tina
	Average	Average
Attitude	3.4	4
Acceptance of Feedback	3	5
Attitude toward Police Work	3.5	4
Integrity/Ethics	3.8	3
Leadership	3.6	4
Appearance	3.8	3
General Appearance	3.8	3
RELATIONSHIPS	4	4.3
With Citizens/Community	4	5

Q & A



**If you have last minute questions
submit them now**



Want to learn more about PowerFTO?



Visit us at

[https://simplify.powerdms.com/
schedule-a-demo](https://simplify.powerdms.com/schedule-a-demo)

to set-up a meeting today!

Thank you

