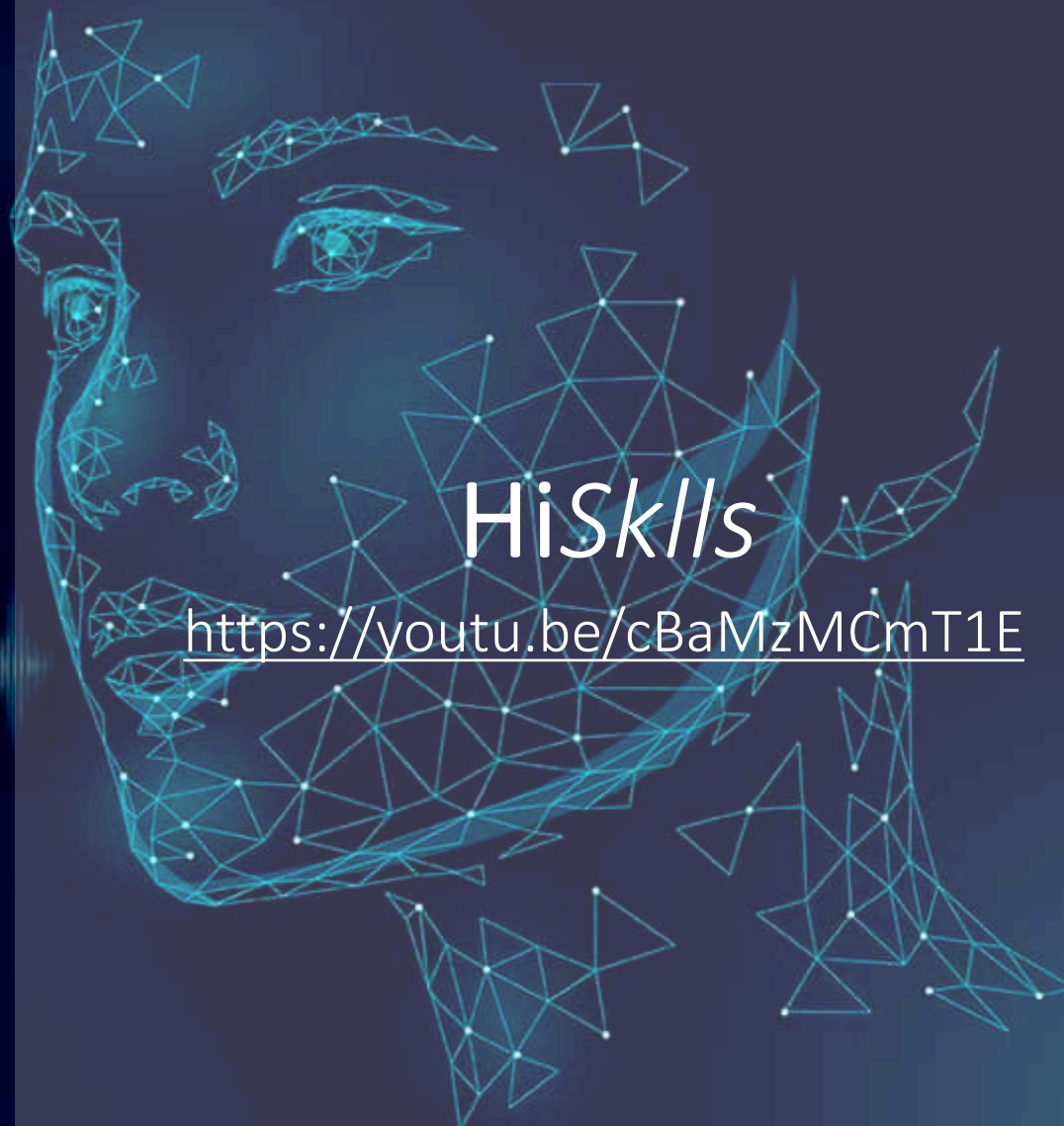




# Mastering Critical Conversations Through Advanced Simulation Training

Ole Paulsen 2024



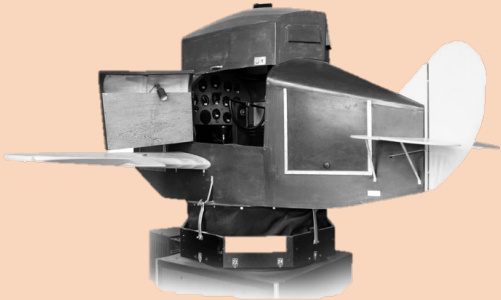
# HiSkills

<https://youtu.be/cBaMzMCmT1E>

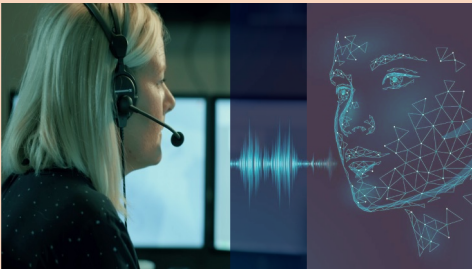


20+ years experience making advanced simulators and control room solutions in the oil and gas industry

# A first with AI:



1920's



2020's





A few roles where critical conversational skills are key to a satisfactory job execution outcome

- **Emergency Call Center Operators**
- **Control Room Operators**
- **911 Dispatchers**
- **Air Traffic Controllers**
- **Military Command Center Personnel**
- **Hospital Emergency Room Staff**
- **Crisis Negotiators**
- **Fire Department Personnel**
- **Police Officers**
- **Paramedics and EMTs**
- **Nurses, especially those in critical care**
- **Doctors, particularly in emergency and trauma medicine**
- **Social Workers, especially in crisis intervention**
- **Mental Health Therapists dealing with crisis counseling**
- **Diplomats and International Relations Officers**
- **Corporate Crisis Managers**
- **Customer Service Representatives in high-stakes industries**
- **Public Relations Professionals during crisis communications**
- **Security Personnel**
- **Event Coordinators, particularly for large or high-risk events**
- **Political Advisors and Speechwriters**
- **Legal Advocates and Lawyers, especially in criminal defense**
- **Journalists covering breaking news or sensitive topics**
- **Teachers, particularly when dealing with conflicts or critical incidents in schools**



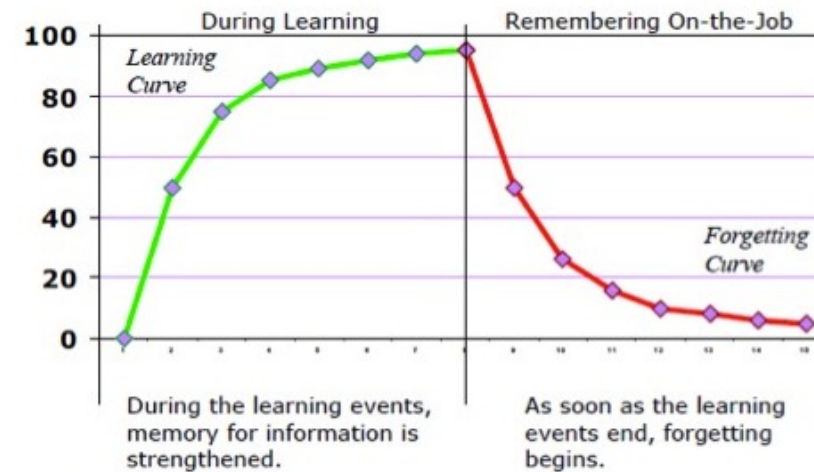
# Learning and forgetting



# Learning and forgetting

Traditional training is a race against the 'forgetting curve'. Studies have shown that within 24 hours of learning, if no review is done, about 70% of the information can be forgotten (Ebbinghaus, 1885). Within a week, this can rise to 90%.

## Typical Learning and Forgetting Curves



SOURCE: Thalheimer, W. (2006, February). "Spacing Learning Events Over Time: What the Research Says," retrieved July 29, 2013,



"What I'm trying to say is that, 'Wait a minute, my life is going to be put into the hands of somebody who is not trained? Or trained thoroughly or properly?' I would ask the question, 'Why? Where were your priorities?' to the city leaders, the county, state, federal,"

Brian Fontes, CEO of the National Emergency Number Association in an interview with USA Today



# HiSkills, first day at school:

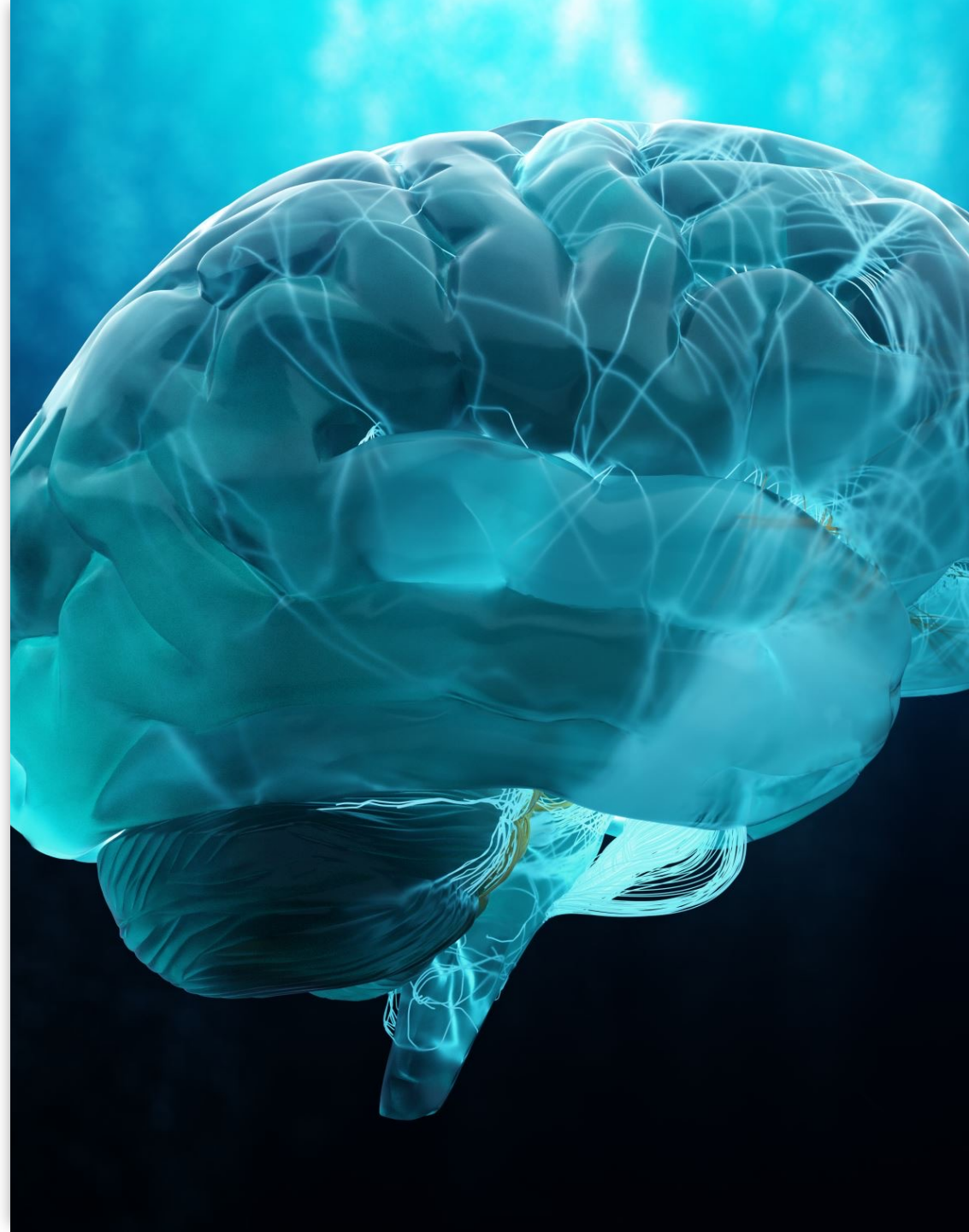
“The students’ response to using the software was positive. Some comments are:

- Excellent learning tools are better than just reading.
- The hands-on experience is key.
- It felt realistic and could try again and learn from my mistakes
- Like how you could have an actual conversation
- Were given different options on what to say. To say it a different way to be more understood by the caller.
- The protocol is useful and insightful because we can experience how a call will come in.
- We will continue to integrate the simulator into our NECI Certifications.”

Mr. Frank DeHerde, Teacher of Law & Public Safety, Payne Tech

# Our brain is a curious thing

- We have seen that we very quickly forget what we learn...unless,
- We practise what we learn – doing or practising the tasks that will give us skills
- We learn best in a consistent and realistic manner
- When we repeat what we learn enough times we remember it
  
- The brain's plasticity refers to the brain's ability to change and adapt as a result of experience
- When the brain builds neural bands, we call them habits



# Problems in emergency call-centres

## Kommunikasjon med legevakten: er norskutviklet KI nøkkelen til suksess?



- **Recruiting and retaining staff:**
  - Emergency call centre churn 20%-50%
- **Work pressure:**
  - 80% of respondents said their centers are inundated with high call volumes multiple days per week.\*
  - 53% of workers also said they experience high volumes of misdials.\*
- **Lack of training:**
  - Nearly 40% of respondents felt unprepared to deal with an active shooter situation.\*
  - About two-thirds of responding call centers said their call-takers and dispatchers had not received specialized behavioral health crisis training.\*\*
  - Between 10% and 15% even confessed to lacking sufficient training for handling routine daily incidents like traffic accidents, medical calls, domestic violence, disorderly conduct, and structure fires.\*

\*Nena and Carbyne state of the industry survey, \*\* USA Today/Pew Trust survey



# Problem statement:

- **Lack of comprehensive, realistic, and repetitive training in critical conversational skills**
- **Unfairly shifts the burden to the innate resilience** and abilities of individual operators, bypassing a structured approach to skill acquisition.
- Causing operators to be **ill-prepared for the diverse and demanding nature of emergency call situations**, leading to significant variability in performance quality.
- This **inconsistency in preparedness and resilience can result in varied levels of performance under stress**



What critical conversational skills are required to master all types of critical calls:

- Retrieve and Relay Critical Information Quickly:
- Make High-Quality Decisions Quickly:
- Manage Conversations Effectively:
- Analyze and Redirect Irrelevant Calls Quickly:
- Finish Relevant Emergency Calls ASAP:
- All this while keeping control over one's own emotions



Translated into types of conversational skills required to master all types of emergency calls:

- Domain-Specific Conversational Skills:
- Critical Conversational Skills:
- Combined Critical Conversations and Multitasking Skills:



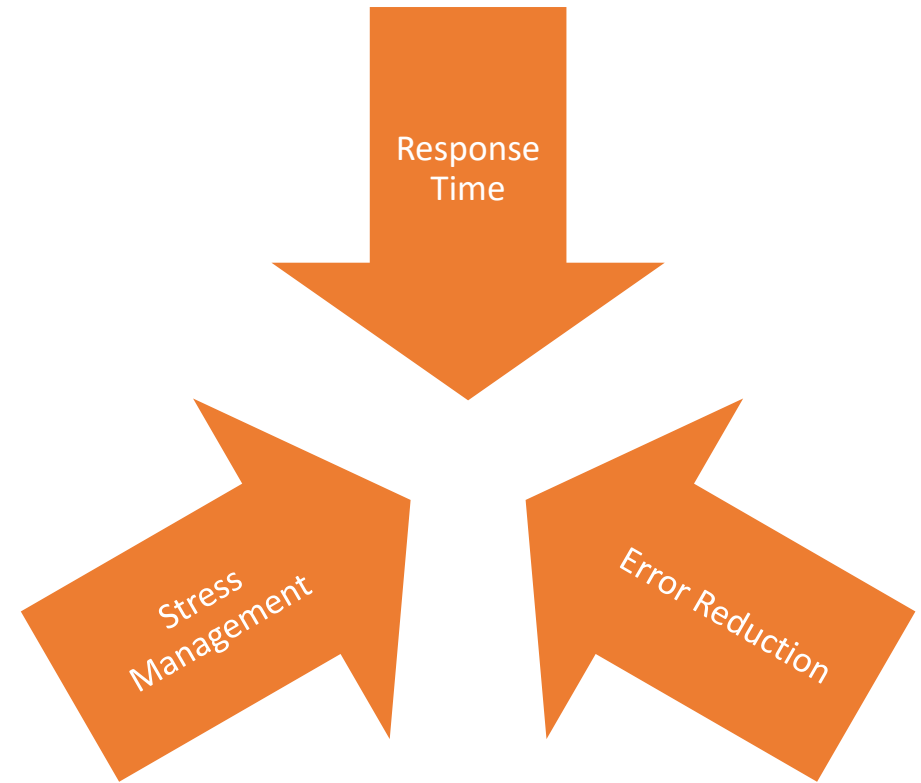


# Outcomes from mastering critical conversations:

- Increased On-the-Job Resilience
- Higher Job Satisfaction
- Reduced Stress-Related Sick Leave
- Lower Churn
- Professional Development
- Saving Lives
- Managing Emergency Resources
- Efficiency per Call-Operator



# The value of habitual mastery:



# Summary:



## **Accelerated skills acquisition**

Days in the simulator equates to multiple months and more likely years of on-the-job experience.

Days in the simulator can never be equated to classroom learning and training – because you will never be able to achieve habitual mastery of skills by taking classroom courses.



## **Near 100% skills retention**

Full habitual mastery achieved in high-realism simulator gives close to 100% transformation of training effort into practices.



# What we are doing at Skills:

Providing accelerated skills acquisition to emergency services and emergency preparedness centre operators:

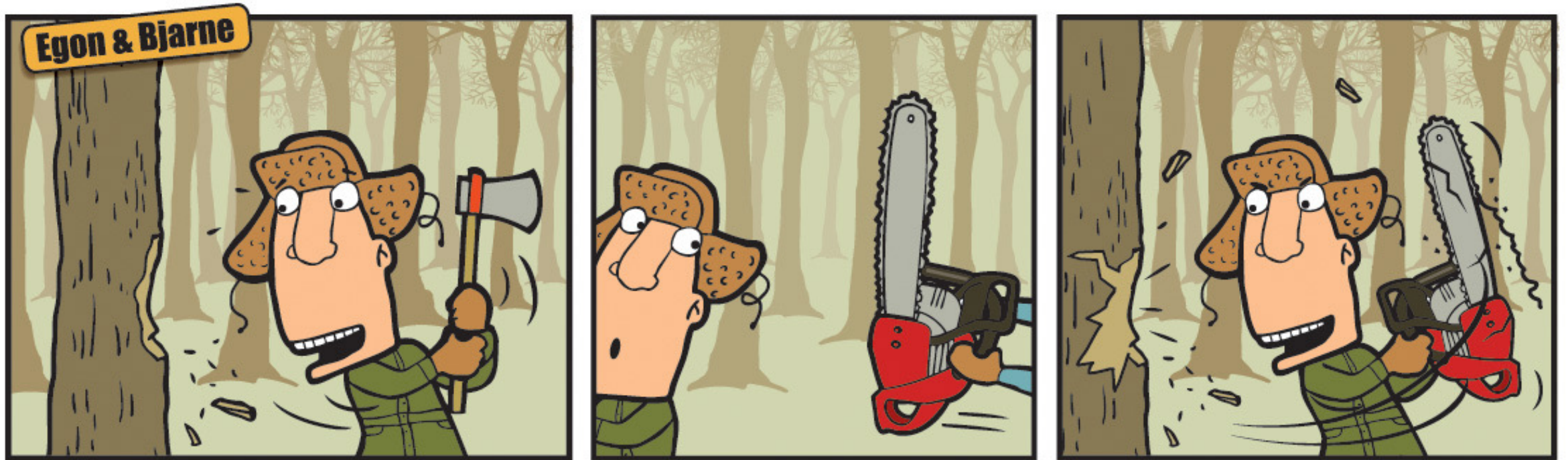
- Acquiring new skills
- Testing proficiency
- Re-aligning skills
- Maintenance of critical conversational skills over time
- Small and large scale drills and exercise training and evaluation

Gamified accelerated emergency call skills acquisition for the public (under development):

- Acquiring new skills through HiSkills app available on all devices
- Maintenance of critical emergency call conversational skills over time
- Seasonal or need based (specialised) top-up of skills



Thank you for listening!



Technological innovation is never better than the people using it