

# Scenario Based Operator Training:

## Building Better Results Through Realistic Situational Practice



# Scenario Based Training

## INTRODUCTION:

- **Non-Transit**
- **The “Dark-Side”**
- **Simulators**
- **30 years Training Experience**



# Scenario Based Training

**Question is: Can a non-transit person effectively teach transit personnel?**

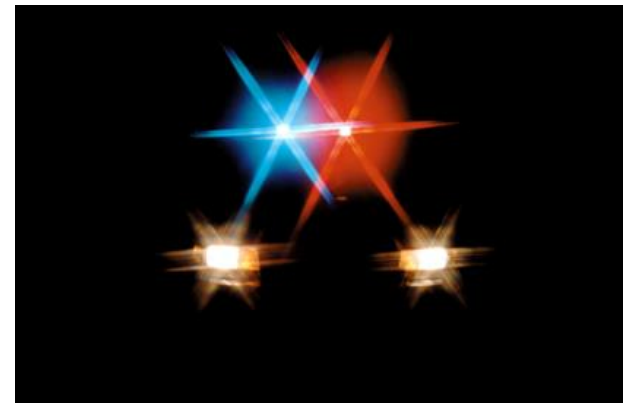
- How to treat passengers
- Driving a bus
- Create a schedule
- Time management



# Scenario Based Training

## Reverse the Role: Can a non-police person effectively teach police personnel?

- How to treat ~~passengers~~ citizens?
- Driving a ~~bus~~ police cruiser?
- Create a schedule
- Time management



# Scenario Based Training

**Question is: What is your standard/criteria for choosing a Trainer?**

- **Good driver?**
- **No accidents?**
- **Work restrictions (no road work?)**
- **Management?**



# Scenario Based Training

## EFFECTIVE TRAINER:

- Ability to read people
- Ability to define learning goals
- Ability to define and break-down required skill sets
- Ability to Listen
- Ability to Follow the Lesson Plan



# Scenario Based Training

## SCENARIOS:

- Repeatable lessons
- Consistent training methodologies
- Operator / Union / Management approved
- Keeps Presenter on task
- Reduces Variations
- Reduces Liabilities
- Maximum Learning Environment
- Policy Re-enforcement

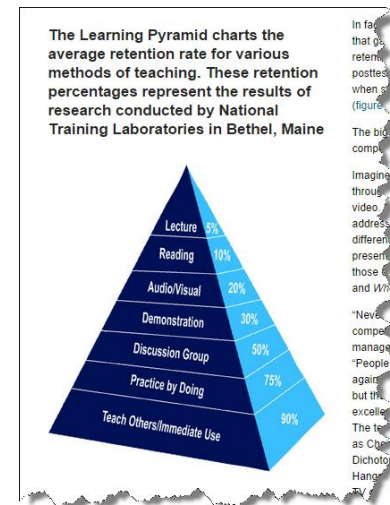




# Scenario Based Training

## TRAINER + SCENARIOS = GOOD INSTRUCTORS:

- Put it in the students hands – Practical Application
- “Stop talking and Start training”
- Only ask questions
- Start a “Bum-Fight”





# Closing.....

