



**Sometimes when
you cry,
no one sees your tears ...**

**Sometimes when
you hurt,
no one sees your pain ...**

**Sometimes when
you're happy,
no one sees you smile ...**

But, FART just ONE time! ...

THIS PROGRAM IS

NOT

“VERBAL JUDO!”

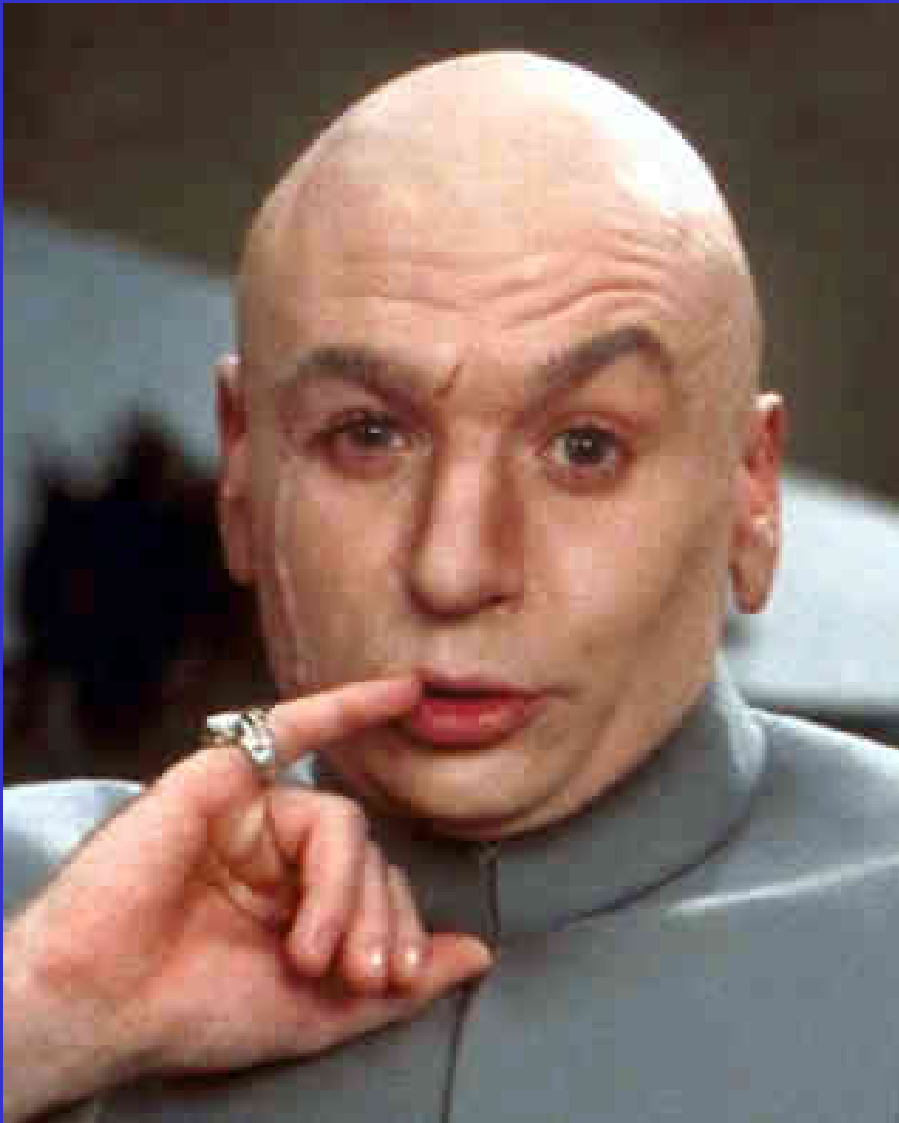
**VERBAL JUDO is a
“Tactical Communication”
training course**



**EFFECTIVE Communication does NOT
require “COMBAT” or “BATTLE”**



**Verbal Judo is also a
COPYRIGHTED Course!
<http://www.verbaljudo.com>**



***“Need
The
INFO!”***

**Interview
Secrets**

**Charly D. Miller, Paramedic
EMS Educator / Author / Consultant**



I am *NOT* a
DISPATCHER!!!

This is a BRAND NEW



**“Patient
Interview
Secrets”
program**

designed for DISPATCHERS!

**Sit back ... Relax ... &
SOAK UP INFORMATION!**



www.charlydmiller.com

In a “Perfect World” ...



EVERYONE who called 911 would have a “TRUE” Emergency & would be EAGER to follow your Directions

**Have you ever heard
Street-Medics bitch about
“Frequent Flyers” ???**



**GUESS
WHAT?!**



40/week ... 160/month ... 1920/YEAR

SIMILARLY ...

**Maybe 20-30% of
ALL 911 calls
are made
“inappropriately”
or involve
“problematic”
callers.**

70-80% are NOT!



But, what are the CALLERS that we most REMEMBER?



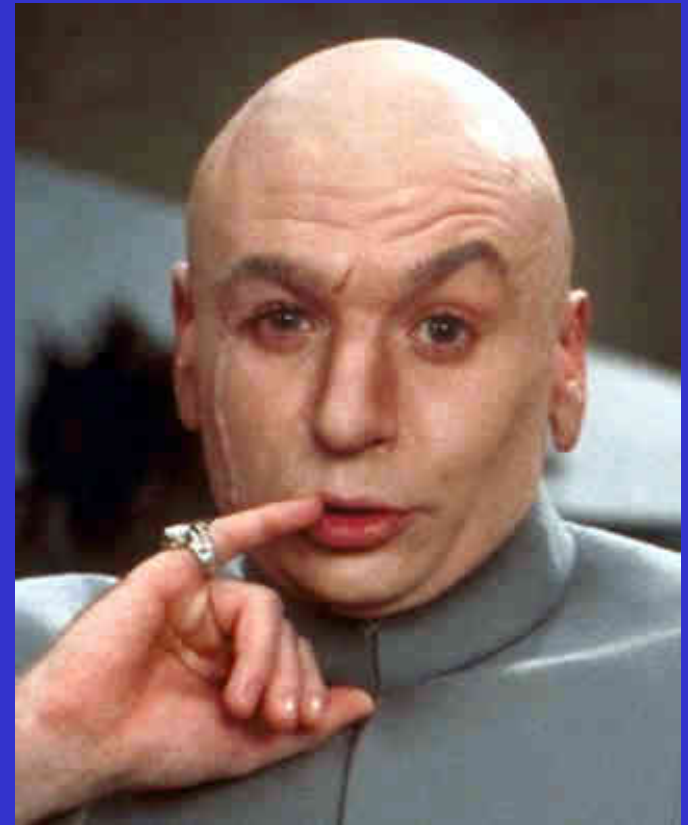
**“Inappropriate”
&
“Problematic”
911 callers
=
PART TWO**

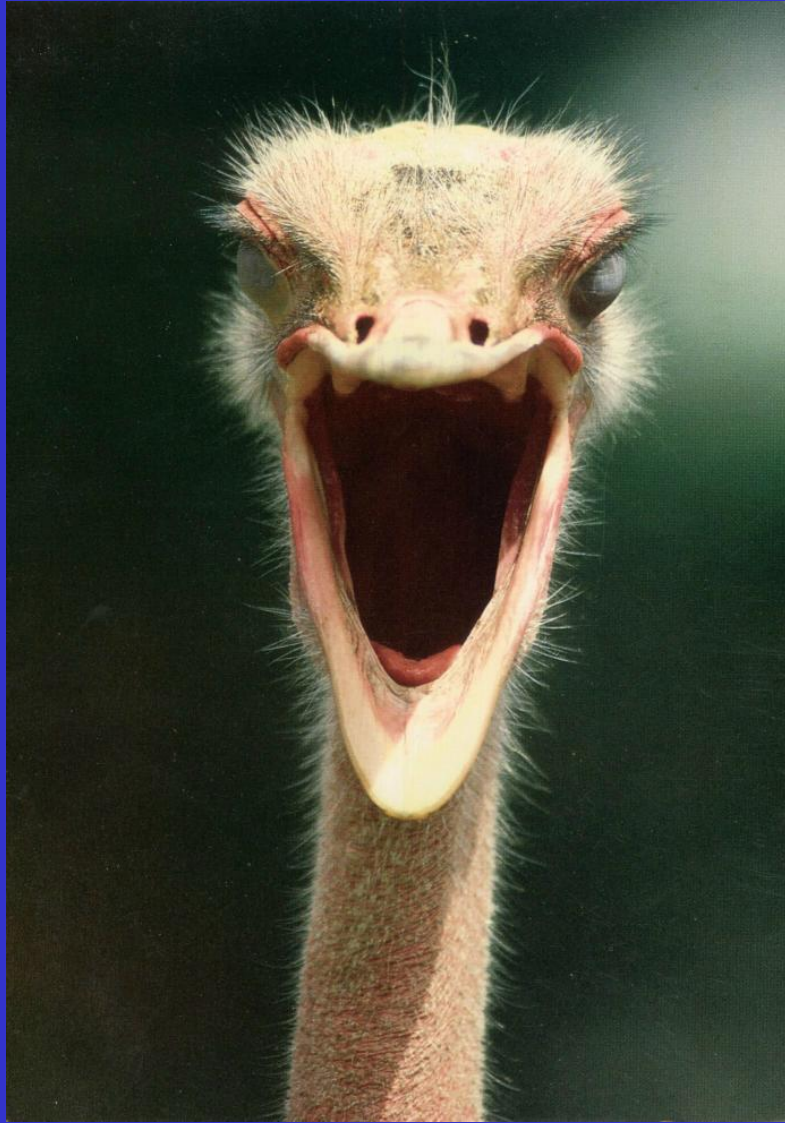
**PART ONE =
the other 70-80%!**

Part One

Objectives:

- The “ZEN” of Open-Ended Questions
- LISTENING Techniques
- How to use the CALLER’s words to better UNDERSTAND & better HELP
- Confirming DENIAL
- The EVIL WORDS to avoid using
- The MAGIC WORDS to use AOAP





Effective Comm
Golden Rule #1:

Only use
“Open-Ended
Questions”

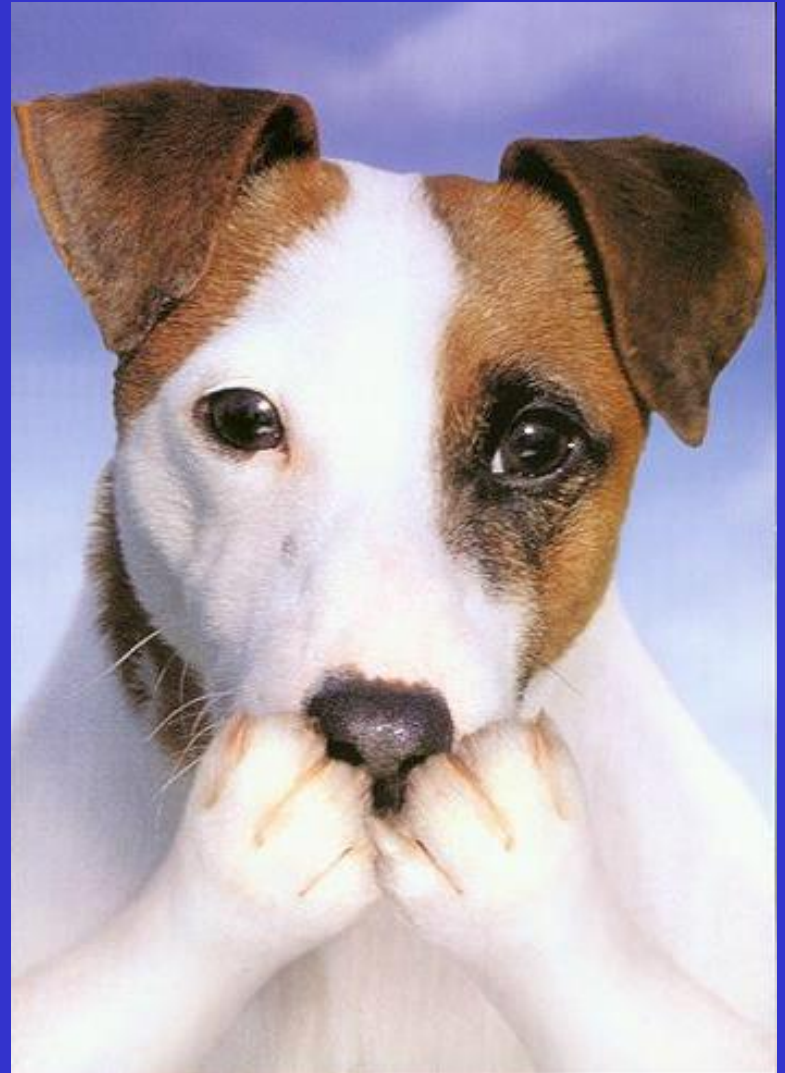
What are
OEQ's?

If “yes” or “no”
answers it =
“**Closed-Ended
Question**”

(CEQ)

Callers don't have
to DESCRIBE
anything ...

Answers provide little to NO information

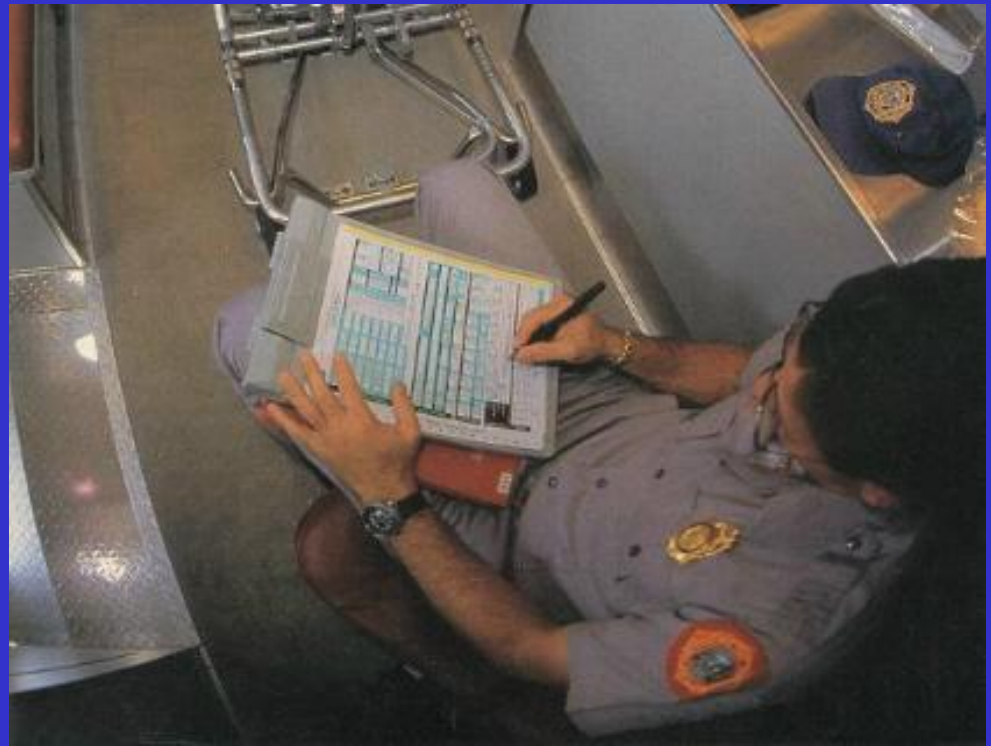


**“Health History” forms w/
“yes” & “no” boxes = CEQs**

**CEQs take
FOREVER to
“Get The
INFO”!!!**

**& it’s easy
to FORGET**

to ask about LOTZ o’ stuff



Open-Ended Questions require Callers to **DESCRIBE** things!



A lot **MORE INFO** --
much **FASTER!**

What ... Where ...
When ... How ...
Why?

Lets deal with
“WHAT” first.



Dispatcher: Do you have an emergency?

Caller: No ...
I'm calling to invite you to a flippin' TEA PARTY!!!

Besides being a CEQ (a “BAD” question),
“Do you have an emergency?”
OFTEN causes any CALLER to respond with
a **NEGATIVE** attitude!
WHY?

**“What kind of
Emergency
are you reporting?”**

... “What is your emergency?” ...

**What will the Caller’s response be
70-80% of the time?**

**70-80% of the time = CUT RIGHT TO
THE MEAT OF THE MATTER**



“PART TWO”
of almost
EVERY
“GOLDEN
QUESTION”

= some form of **“WHAT ELSE?”** ...
“WHAT ELSE?” ...

“WHAT ELSE?” ...

Basically: additional “related” questions

**Are any
people
injured?**

vs.

**How many
people are
injured?**



Is the shooter still there?

vs. Where is the shooter?

More “WHAT”-related questions?

Now ... “WHERE”?



Dispatcher: Do you have an address?

Caller: No! I'm wearing a blouse and slacks!
Oh my Gawd!

Do you know where you are?

Do you know the incident address?

= “Bad” questions BECAUSE ...?

What's a BETTER question?

“WHERE are YOU?”

VS.

“WHERE IS THE EMERGENCY?”



**What are the nearest
Cross Streets?**

...

**What Landmarks or
THINGS do you see?**

Are “landmark” addresses on file?

**What other OEQ can you ask to help the
Caller identify the Emergency location?**



**ULTIMATELY;
WHO is
“RESPONSIBLE”
for
determining**

WHERE to SEND HELP?

2004: Ruth Anne Richardson ... severe asthma attack ... called 911 via her cell phone from the “Rite Place” parking lot at Albuquerque Airport



GR#2: LISTENING is *VITAL* to Effectively Interviewing Callers!

**Too often, we FAIL to “HEAR”
the ANSWERS a Caller gives!**



**So, we end up
having to ask
one or more
questions
two or more
times.**

WHY?



**There are
some
great
“TRICKS”
for being
a BETTER
LISTENER**



**Trick #1) REPEAT
EVERYTHING the Caller SAYS!**



**They REPEAT
ALL the dispatch
information!
WHY?**

**When you give the
responding unit
their dispatch
information, what
do THEY do?**





**Trick #1) REPEAT
EVERYTHING the Caller SAYS!**

Trick #2)
Use ONLY the
CALLER's
words

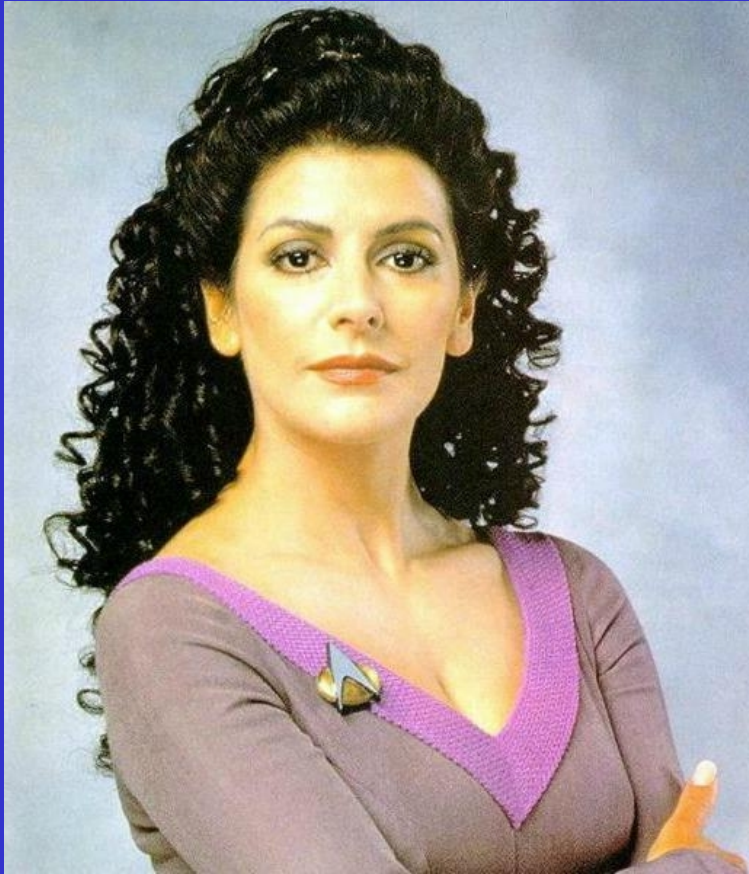
“Chest Pressure”
vs. “Chest Pain”?

“Lightheaded”
vs. “Dizzy”?

WHICH BEST represents the complaint?
Which achieves BETTER response?



Trick #3) Use the Caller's NAME EVERYTIME you say ANYTHING!



**What is the hurt guy
complaining about the
most, George?**

**How many vehicles
are involved, Jean?**

**Where do you see
smoke or fire, Larry?**

Why does using someone's NAME help?

**“This is 911.
What is your
FIRST NAME**



**and what kind of
EMERGENCY
are you reporting?”**

**“This is Yolanda. I am a
911 Emergency
Dispatcher. What is your
FIRST NAME
and what kind of
EMERGENCY
are you reporting?”**



**Besides
improving your
“connection”
with the caller,**

**“Tricks” # 1, 2, & 3 do something
else IMPORTANT for the Caller!**

“I HEAR YOU!”

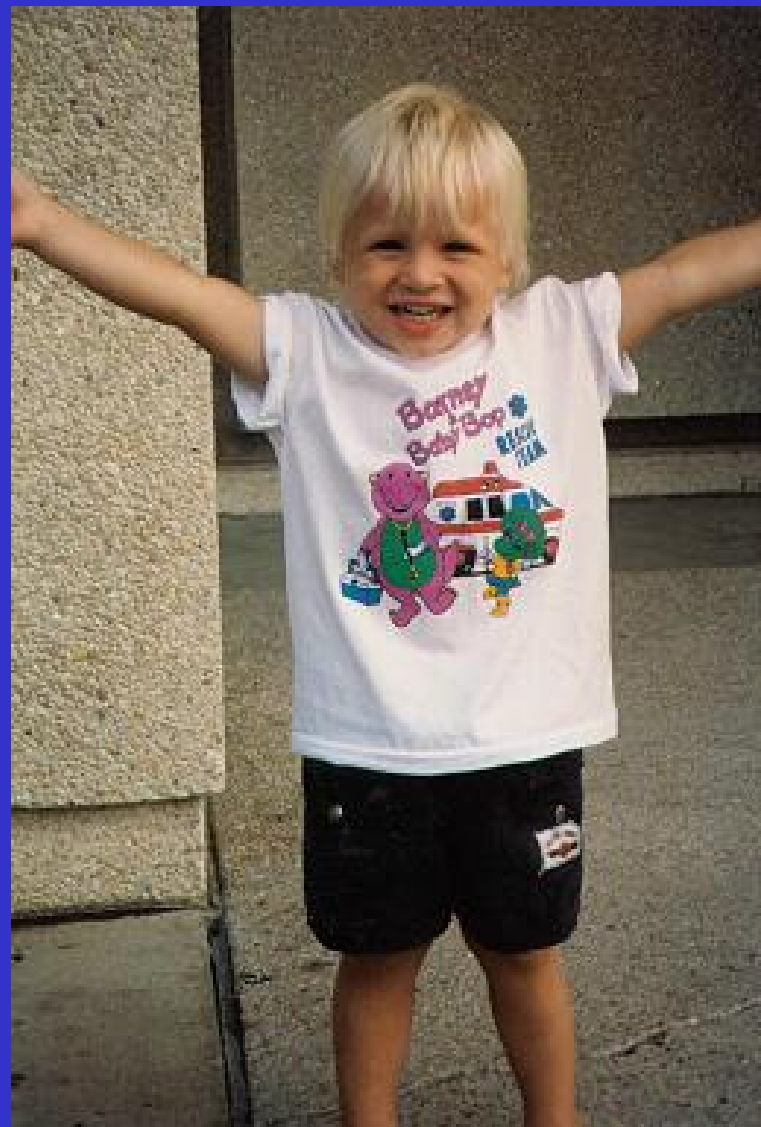
Trick #1) Repeat
EVERYTHING the
Caller says

Trick #2) Use **ONLY**
the Caller's words

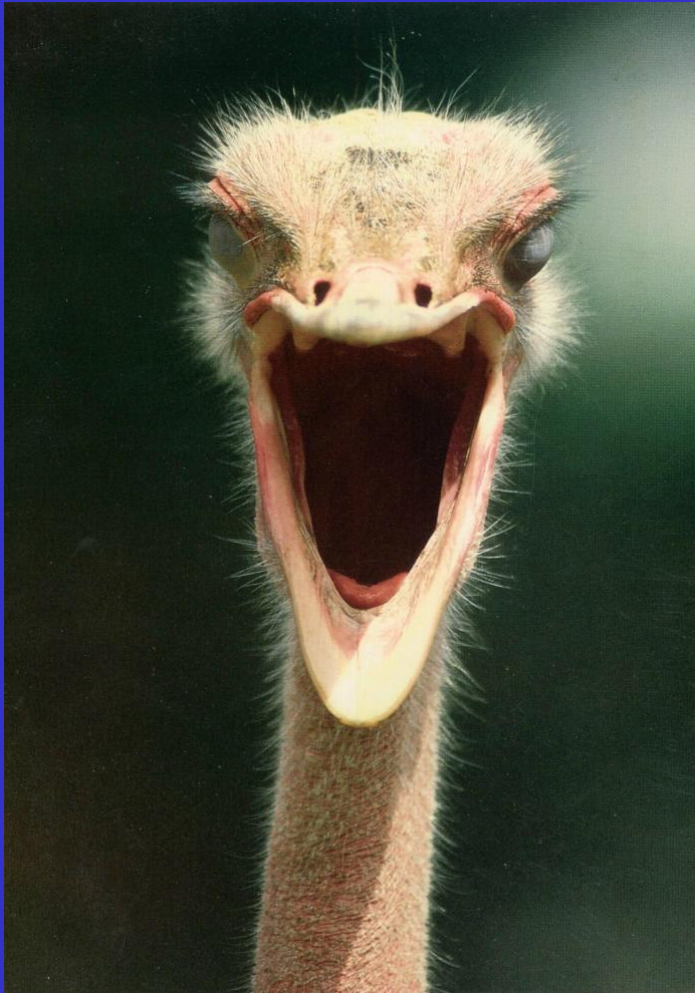
Trick #3) Use the
Caller's **NAME AOAP!**

Trick #4) Just say,
"I HEAR YOU" ...
or **"I'M HERE!"**

as OFTEN as Possible!



Once “DISPATCH” info obtained ...



**MEDICAL or
TRAUMATIC
PROBLEM
INTERVIEW:**

**What ... Where ...
When ... How ...
Why?**

Directions instead of Questions!

Is she breathing? vs.
Count her breaths for 15
seconds, Joe, and tell me
how many you count.

Does he have a pulse?
vs. Count his pulse for
15 seconds, Mary, and
tell me how many beats
you count.



What if the caller doesn't have a watch?



When the CALLER is the PT:

**What is bothering you
the MOST, Sandy?**

**HOW is your breathing
bothering you, Luke?
How else?**

Where in your chest do you feel this, Mae?

Where ELSE do you feel this sensation, Don?

What ELSE is bothering you, Pete?

What ELSE? ... What ELSE? ...

Golden Rule #3

CONFIRM DENIALS!

Callers often DENY
information THEY think
is “not important”



“So, your head and neck feel perfectly
NORMAL and **FINE**? Is that correct?”

Oooh! You MAY use CEQ to Confirm
Denial ... but **ONLY POSITIVE** phrasing!

NO “Argument” !!!



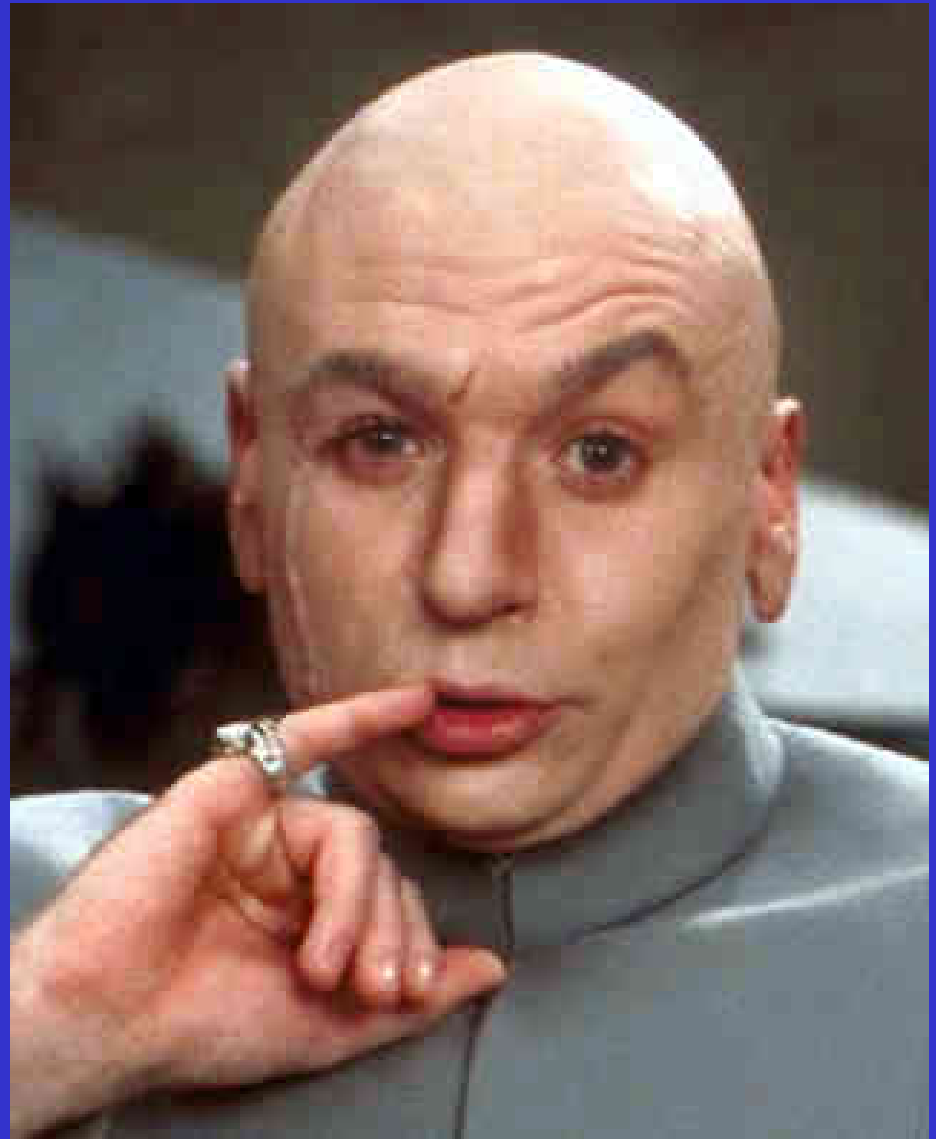
Simply
CONFIRM
the
Denial
or the
information

How long ago did the shooter run away?

So, your stomach feels perfectly FINE?

You can't see any other vehicle anywhere?

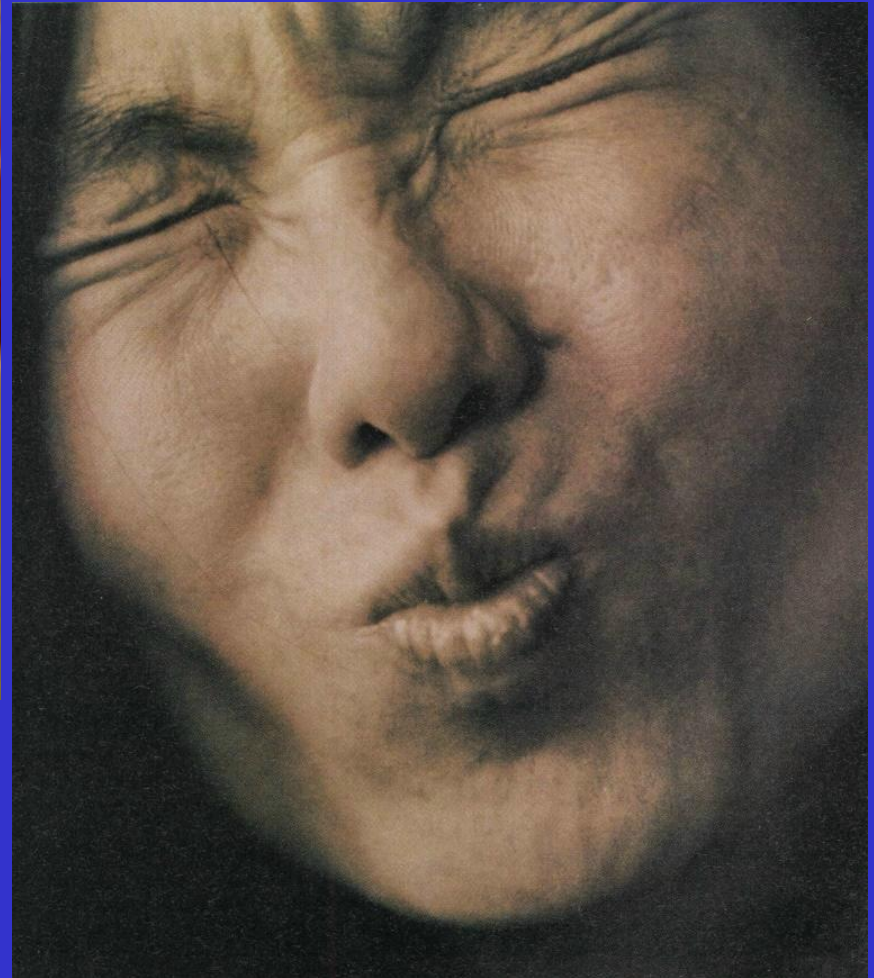
**Two
EVIL
WORDS
you
MUST
STOP
USING!**



The “T-Word” and the “O-Word”!!!



“TRY”



BAD!!



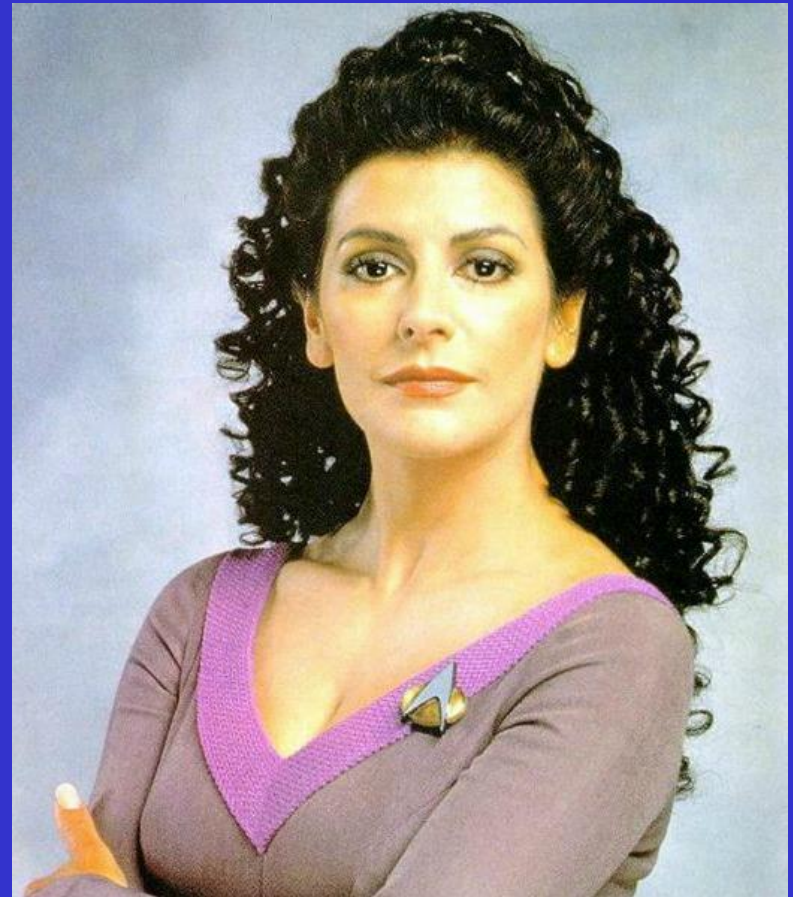
**“TRY” is
ONLY used
when
FAILURE is
ANTICIPATED!**

**“TRY” always implies that
EFFORT is required!**

**What things are people most often asked
to “TRY” to do in emergencies???**

**Take a nice DEEP BREATH and
LET YOURSELF CALM DOWN now.
You'll HELP ME to send HELP FASTER
by answering my questions calmly.**

**Take a nice
DEEP BREATH and
LET YOURSELF
SLOW DOWN now.
I'm here to HELP YOU.
Piz HELP ME
by going slower.**





***I'M
TRYING!!!***

**Oh, Jan! There's
NO need to "TRY"!**

**I know YOU
CAN DO THIS, Jan.**

**Plz STOP worrying about TRYING, take a
DEEP BREATH, and LET YOURSELF RELAX.**

Now, Jan, what do you see when ...



NOW! The OTHER “EVIL” word = ...



**When a child is CRYING, or
FRIGHTENED, or HURTING ...
What do we DO & SAY?**



**If the
situation
TRULY
was
“OKAY”**

**would the child be CRYING, or
FRIGHTENED, or HURTING?!**

**#1) During
EMERGENCIES,
the “O-WORD”
is a LIE!**

**#2) It also
often is a
GARBAGE
WORD!**





What should we use IN ITS PLACE???



The
“*Magic
Words*”
Of
Emergency Response!



PLEASE

GOOD

THANK YOU!!!

**WHY are these such
“MAGIC” WORDS?**



Care Providers EXAMPLE:





***Jeeze,
Charly!***



***I'll sound
like a
NERD!***

TO WHOM??!!!



**PLEASE
GOOD
THANK YOU**

Thank you, Carol. Where is that happening, Plz?

Very Good, Jim. What else is bothering you, Plz?

Thanx, Denise. Plz tell me where the shooter is.

Well done, Mary! Where are you right now, Plz?

Great, Joe! How many vehicles are involved, Plz?

No problem, Dennis, you're doing fine. What landmarks do you see?

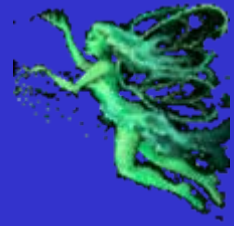


***Jeeze,
Charly!***



***I'll sound
like a
NERD!***

TO WHOM??!!!



PLEASE GOOD THANK YOU

MAGIC WORDS that ALWAYS do "GOOD"
MAGIC WORDS that CANNOT be said

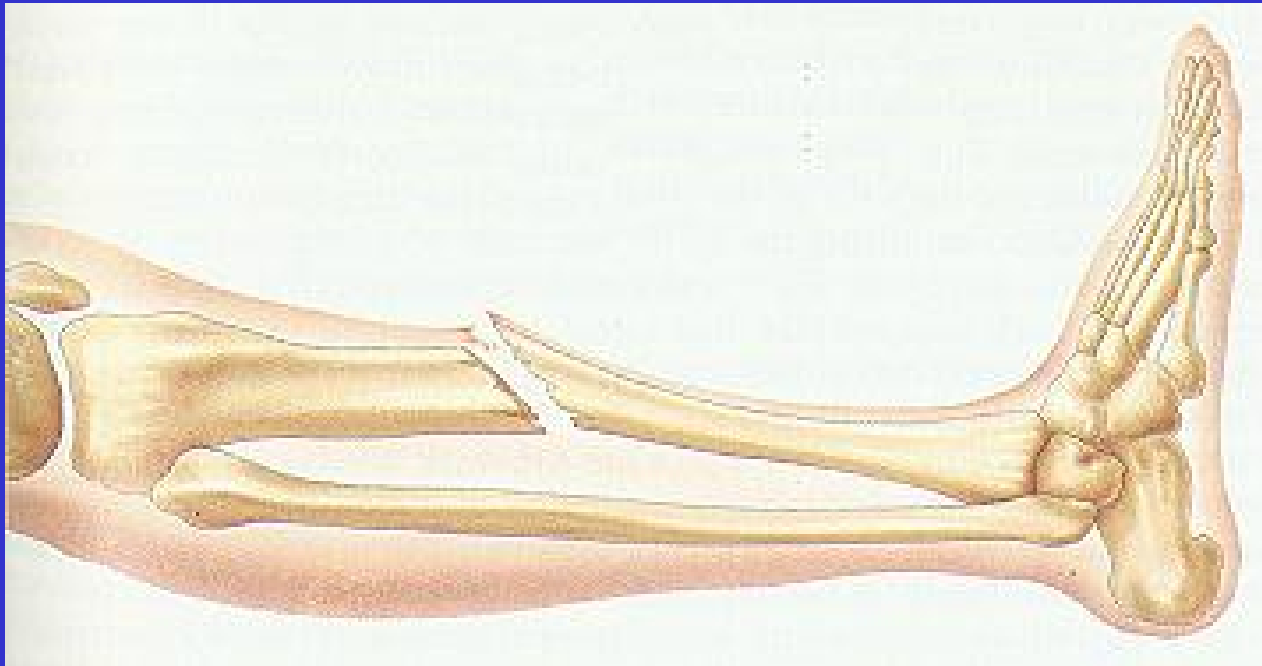


**TOO
OFTEN
!!!**





Take
A





in



minutes



VERY GOOD!

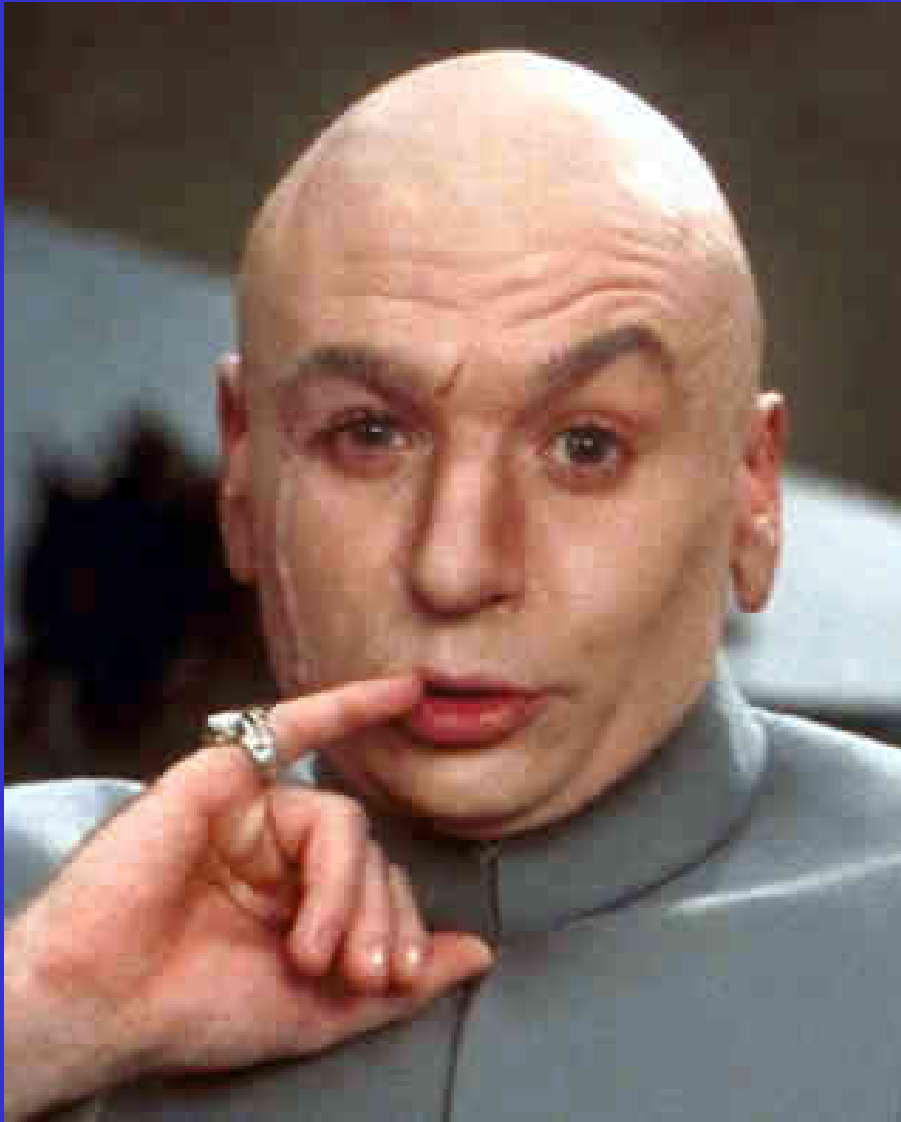
THANK YOU!

PLEASE be back in 15 minutes!





**“OH, Mommy & Daddy!
LOOK at the KITTENS!”**



***Dispatchers
Need
The
INFO!***

Part 2

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**Maybe 20-30% of ALL
911 calls are made
“inappropriately” or involve
“problematic” persons.**

**Just like the “Frequent
Flyer” bitch, we often
tend to FIXATE on the
MINORITY of callers!!!**



Part Two

Objectives:

- Electronically “weeding out” wrong 911 callers!
- Avoid “Argument” by “Agreeing!”
- EXPLAIN your question(s) before asking!
- Avoid using the EVIL WORDS!
- Use the MAGIC WORDS AOAP
- Employ the Good LISTENING Techniques



This is the Emergency 911 Center.

**To obtain simple information,
or the answer to a basic question,
press 1 now.**

**To report a Life-or-Death
EMERGENCY that requires
IMMEDIATE EMERGENCY
RESPONSE, press 2 now.**

This is the Emergency 911 Center.
You may be criminally prosecuted for
using this service inappropriately.

To obtain simple information,
or the answer to a basic question,
press 1 now.

To report a Life-or-Death EMERGENCY
that requires IMMEDIATE EMERGENCY
RESPONSE, press 2 now.

This is the Emergency 911 Center.

**To obtain simple information,
or the answer to a basic question,
press 1 now.**

**To report a Life-or-Death
EMERGENCY that requires
IMMEDIATE EMERGENCY
RESPONSE, press 2 now.**

**Why do you need to
know MY name?**

and/or

**Why do you need to
know MY phone
number?**



I HEAR that you don't want to get TOO INVOLVED, Sir. But, PLZ, Sir, I may need YOUR HELP again. So, PLZ give me your name (and/or) phone number for this PRIVATE RECORD, Sir.

Avoid "ARGUMENT" by AGREEING ... EXPLAIN your need to know ... Use "SIR" or "Ma'am" & MAGIC WORDS AOAP



**Everybody
KNOWS
where I live!
Just send them
NOW!**

**Of course THEY know, Claire!
But, I don't know where you live, Claire.
And I want to send the CLOSEST people
FIRST! Where do you live, PLZ, Claire?**

**Avoid "ARGUMENT" by AGREEING ... EXPLAIN your need
to know ... Use the Caller's NAME & MAGIC WORDS AOAP**

***PROPHYLACTIC
Counseling ...
BEFORE asking
OTHER questions:***

**“Thank you, Perry!
I have *ALLREADY*
SENT a ... an ... the ...
to you, Perry.”**



**“NOW, I need some *MORE INFORMATION* from
you, Perry, to help the people who are coming
to be *BETTER ABLE* to *HELP* when they arrive.”**



Why do you need to know that?!

or

Why are you asking all these questions?!

...

Just SEND ME ...

I HEAR YOU, Kirk! These questions are designed to help me send you the BEST HELP as FAST as possible, Kirk. Plz help me to do that by telling me ... , Kirk.

Avoid "ARGUMENT" by AGREEING ... EXPLAIN your need to know ... Use the Caller's NAME & MAGIC WORDS AOAP

[Jean] I'm on a cell phone! Why can't you tell where I am? They can on TV.

...

[Larry] That's none of your business! Just send an officer here, right away!

...

[Dan] There's a 211 in progress on Main Street!

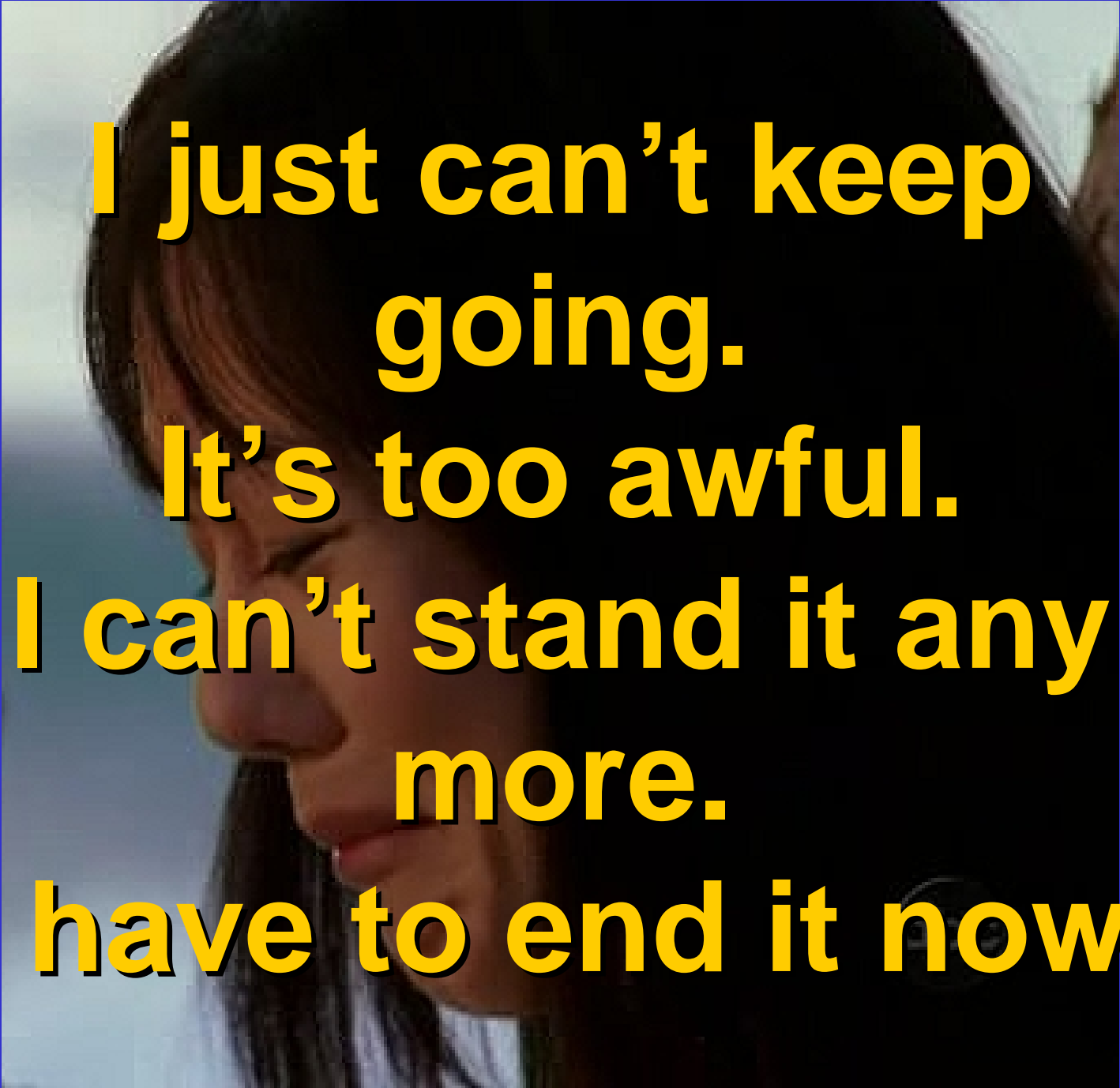
...

[Debby] I'm a taxpayer! I pay your wages! Just send me ...





**Oh, my God! They're beating her! They're
beating her! Send someone NOW! Oh!
Make it stop! Help! Do something! Do ...**

A close-up photograph of a woman with long, dark hair, looking down and to the left. Her expression is one of sadness or despair. The background is a soft, out-of-focus light blue. The text is overlaid on the image in a bold, yellow font with a black outline.

**I just can't keep
going.**

It's too awful.

**I can't stand it any
more.**

I have to end it now.

**TIME FOR
MORE
TRIBBLES**

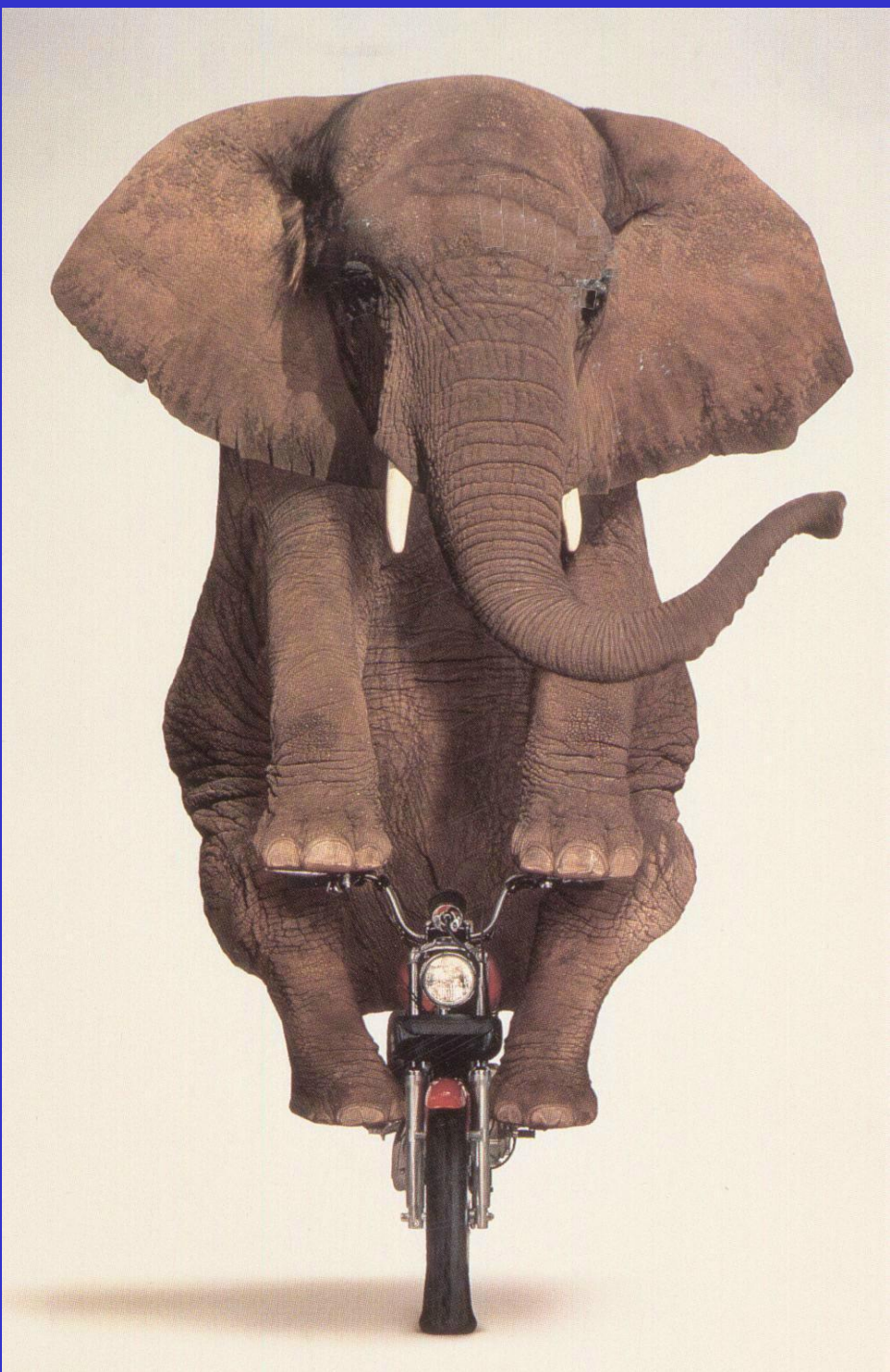
... er ...

TROUBLE

**related to
DISPATCH**

COMMUNICATION?







INTERVIEW SECRETS SUMMARY

**FOLLOW
THE PHOTOS ...
YOU tell ME!
Did we achieve
Our Objectives?**

**What is
the
BEST WAY**



**to answer a
911
PHONE CALL?**

Golden Rule #1?







**START
WITH
WHAT
WORDS?**

***“PART TWO” of
(almost)
EVERY
GOLDEN OEQ***

=

???

**Are
any
people
injured?**

**vs.
?**



Is the shooter still there?

vs.?

“WHERE are YOU?”

VS.

“WHERE IS THE EMERGENCY?”

LOST





GR#2: The most *VITAL SKILL* for Interviewing Callers is ?!?!



LISTENING SKILL
“Trick” #1?

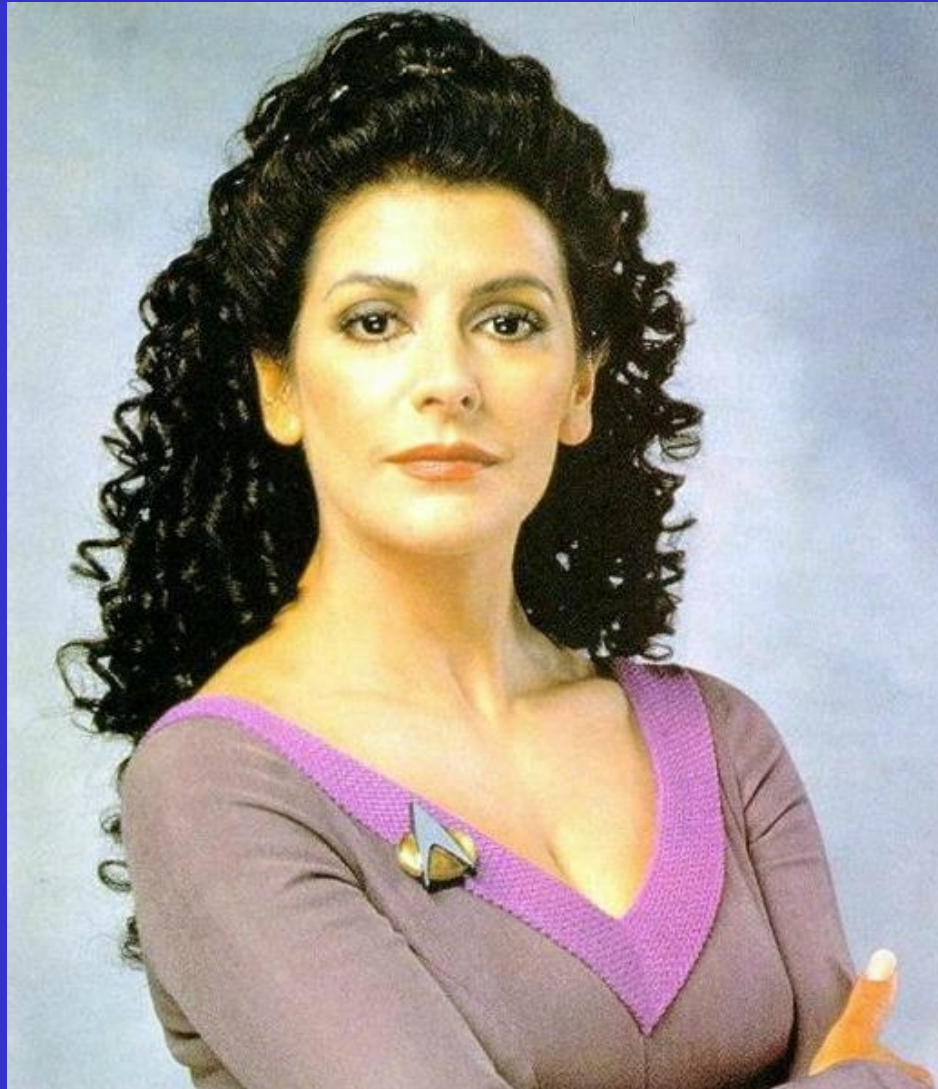
Listening Skill “Trick” #2?

“Chest Pressure”
vs. “Chest Pain”?

“Lightheaded”
vs. “Dizzy”?



LISTENING SKILL Trick #3) = ?



LISTENING SKILL TRICK

#4:

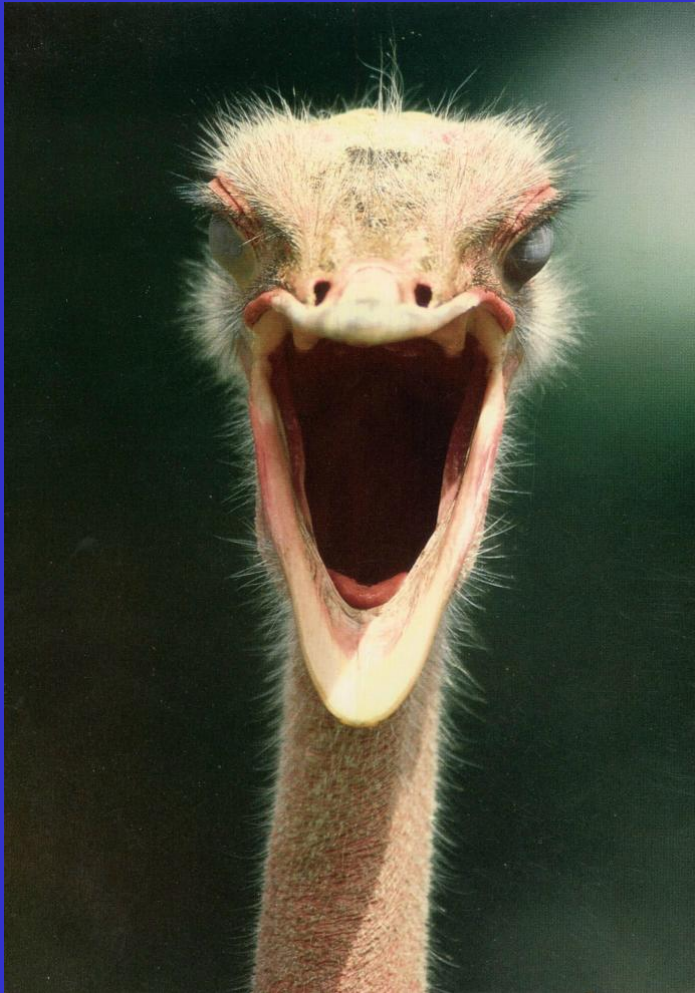
“I HEAR YOU”

or

“I’M HERE!”



Once “DISPATCH” info obtained ...



**MEDICAL or
TRAUMATIC
PROBLEM
INTERVIEW:**

**What ... Where ...
When ... How ...
Why?**

Directions instead of Questions!

Is she
breathing?
vs. ?

Does he have
a pulse? vs. ?



What if the caller doesn't have a watch?



**When the
CALLER is
the
PT,
WHAT is the
most
important ?**

What is ALWAYS the NEXT QUESTION?

**Golden
Rule
#3:**

***CONFIRM
WHAT?!
HOW?***





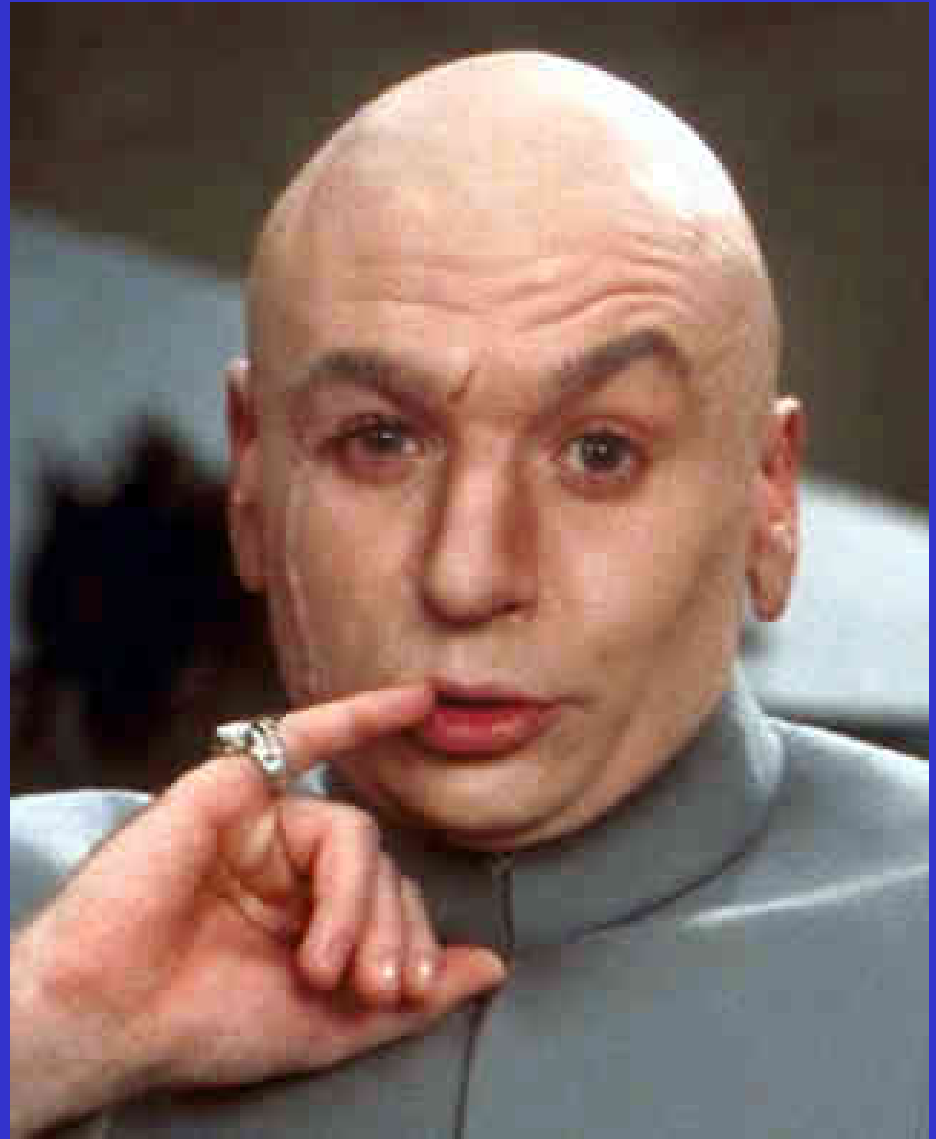
A VOID ARGUMENT
by doing WHAT?

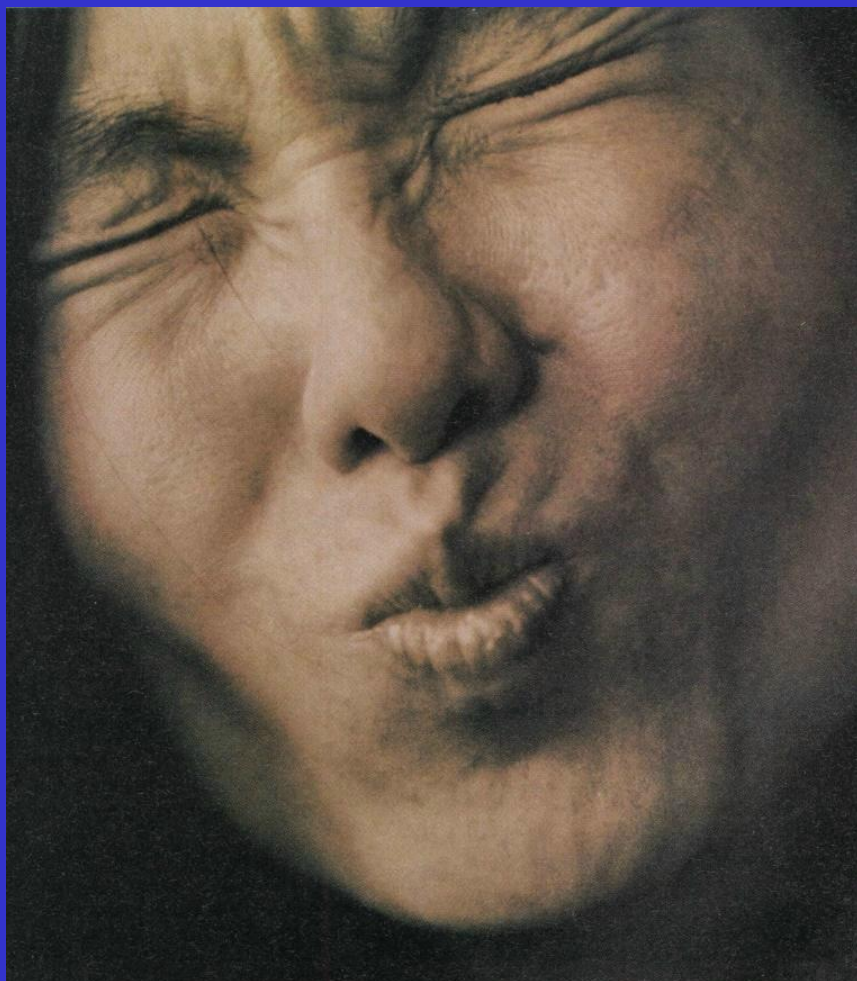


WHAT ARE THE MAGIC WORDS of Emergency Response?!



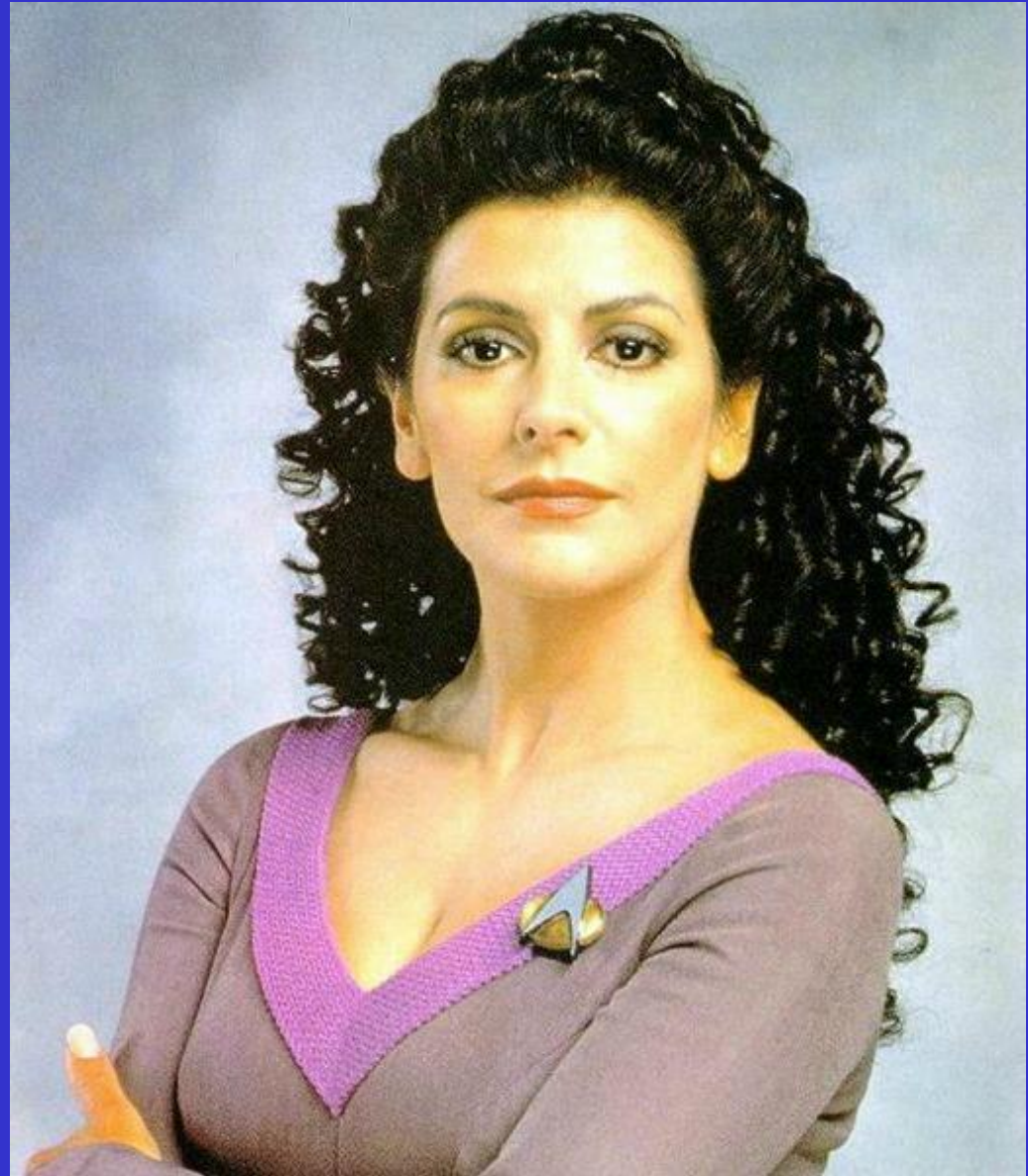
**What 2
EVIL
WORDS
MUST
you
STOP
USING?**

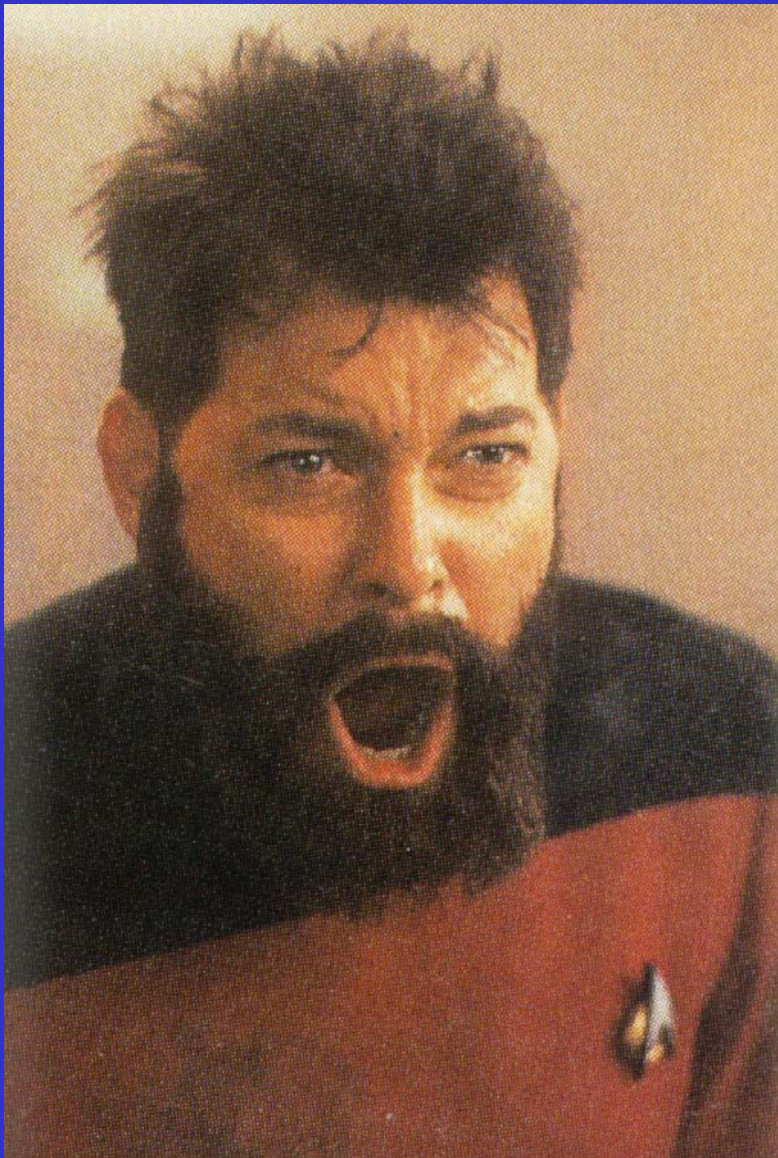




***WHY is
the
T-word
BAD?***

**WHAT
SHOULD
YOU SAY
INSTEAD
of the
T-WORD?**





**What
should
you say
if the
Caller
replies,**

“I’M TRYING!!!”



**What is the OTHER
EVIL WORD?!**



**Why
is the
O-Word
BAD?**



**WHAT should we use
INSTEAD OF
the “O-Word”???**

What are the



*“Magic
Words”*

Of

Emergency Response?



***HOW
OFTEN***

***SHOULD
WE SAY
THEM?***



**HOW MANY
911 CALLS
ARE MADE
incorrectly
or
inappropriately
?**



WHO are the MAJORITY OF CALLERS?!!!

This is the Emergency 911 Center.

**To obtain simple information,
or the answer to a basic question,
press 1 now.**

**To report a Life-or-Death
EMERGENCY that requires
IMMEDIATE EMERGENCY
RESPONSE, press 2 now.**



**Why do you need to know MY name?
and/or
MY phone number?**



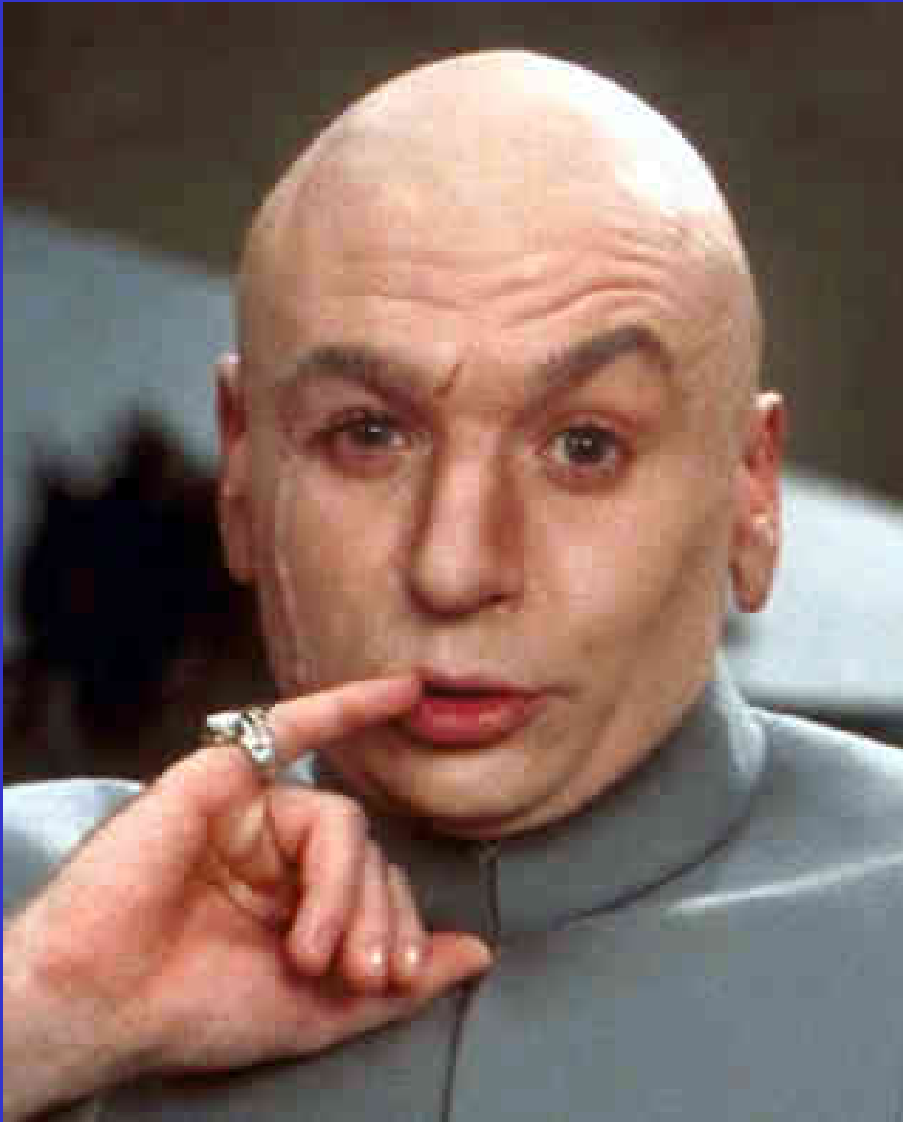
**Everybody KNOWS where I live!
Just send them NOW!**

PROPHYLACTIC Counseling ...
BEFORE asking ***OTHER***
questions?





**Why do you need to know that?!
Why are you asking all these
questions?!
Just SEND ME ...**



***Need
The
INFO!***



www.charlydmiller.com



The END!