

# Appendix D:

# Training Schedules



This Appendix contains Wyoming Relay Communication Assistants Training schedules for both Sprint and Hamilton. Topics such as confidentiality, handling of emergency and crisis calls, consequences of non-compliance to policies, and functions and roles of a CA are thoroughly explained. Wyoming Relay Spanish and STS Communication Assistants must complete the same training as all traditional Communication Assistants. Spanish CAs complete additional training specific to Spanish Relay Services. STS CAs receive training where they learn about speech disabilities and are given specific strategies to use in order to facilitate calls between STS users and end users. STS CAs also receive detailed training on STS policies and procedures. As follow up to the initial training, the STS Supervisor and/or trainer continually educate all STS CAs on speech disabilities, their respective implications and etiquette. CTS CAs receive a minimum of two (2) weeks of initial classroom training. This training includes call center policies; confidentiality requirements; how the technology works; how the CapTel® phone works; developing a personal voice profile; re-voicing techniques; call handling; and observation of live calls.

Communication Assistants conduct themselves in a professional manner at all times while representing the Wyoming Relay Service. Through detailed procedures and a work environment and atmosphere which emphasize quality and professionalism, Wyoming Relay is able to maintain its outstanding reputation for quality relay services.

### **Training Plan**

Wyoming Relay helps each Communication Assistant excel at his or her job as a result of its hiring and training procedures. Before taking the first call, Communication Assistants are prepared to relay calls in a fashion that exceeds FCC standards.

Time is allocated throughout the initial training process to instruct Communication Assistants on the proper phrasing of ASL "gloss"; ASL style and grammar; tone of voice; hearing and speech disabled cultures; TTY etiquette; pertinent information about the needs of deaf, hard-of-hearing and speech disabled users; the role of the CA (including training to relay the contents of a call as accurately as possible without intervening in communication); and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff who are familiar with the deaf and speech-disabled communities, observation, participation in both simulated and live calls, and a variety of role-play scenarios. Wyoming Relay CAs are well trained to effectively meet the specialized needs of hearing and speech disabled individuals as explained below.

Wyoming Relay uses a variety of trainers throughout its training period. Wyoming Relay has a training coordinator who is responsible for the overall program. In addition, Wyoming Relay Supervisors, Deaf employees and Communication Assistants all play a role in training. Deaf employees teach Deaf culture while Communication Assistants share general knowledge about the relay and assist with role-playing activities.

### **Disability/Relay/Deaf Culture Training**

All relay service staff receive training devoted solely to disability issues, including: ASL "gloss" and grammar; Deaf culture; issues relating to deaf, hard-of-hearing, late-deafened, speech-disabled, and dual-sensory users; diversity issues; and ethics and confidentiality. Wyoming Relay providers have several people on staff that are very familiar with the user communities. Their expertise is shared during the training experience and is used on an on-going basis to refresh all Communication Assistants.

Sprint Training Schedules

TRS TRAINING SCHEDULE		
DAY 1	<p>Welcome Packet/Important Numbers/Confidentiality Forms                      Building Tour, Lockers, Keycard check, Login Numbers                      Training Goals and Expectations                      What is Relay?                      Video: Making the Right Connection                      How We Got Here – Orientation - Why we're here.                      Contract Information                      Introduction of Training Workbooks                      TTY Overview/Abbreviations, Descriptive Words/Background Noises</p>	<p>ASL Introduction – ASL Workbooks                      Overview of System and Equipment                      Skills i.e. Typing, talking, listening, reading                      Enter Tour Preferences: Admin Presentation                      Connecting to Relay                      Headset Orientation                      Basic Call Processing Procedures (TTY - Voice)                      Observe Calls                      *Typing Practice/Tests if necessary</p>
DAY 2	<p>(TTY – Voice) – continued                      Role Play Introduction                      Review (TTY - Voice)                      TTY - VOICE PRACTICE                      Phone Image/Rudeness                      Detachment                      Expressive Typing                      Variations                      Deaf Culture: Quiz about Deafness</p>	<p>Observe Calls                      Continue Call Processing (Voice - TTY)                      Administer Spelling Test                      VOICE - TTY PRACTICE                      HR – Orientation presentation                      Review for Test #1                      *Typing Practice/Tests if necessary</p>
DAY 3	<p>Review – Variations                      Branding                      Recording Feature                      Answering Machines/Answering Machine Retrieval (AMR)                      Control D Feature/ Pagers                      Voice Mail</p>	<p>Pagers/Beepers                      Deaf Culture: Deaf Timeline                      Practice Role Plays                      Observe                      Administer Test #1                      *Typing Practice/Tests if necessary</p>
DAY 4	<p>VCO - Non-Branded                      VCO - Branded                      Practice Role Plays                      Privacy Feature (VCO)                      VCO Answering Machines                      Voice to VCO                      Two Line VCO</p>	<p>Variations                      Practice Role Plays                      Desensitization                      Observe                      Review for Test #2                      Typing Practice/Tests if necessary</p>
DAY 5	<p>Review                      Surveys (TTY - Voice and Voice- TTY)/ Observe                      Billing/ Immediate Credit                      Prepaid Calling Cards                      Roaming</p>	<p>Deaf Culture: ASL Worksheets                      ASL Workbook                      Practice Role Plays                      Administer Test #2                      *Typing Practice/Tests if necessary</p>
DAY 6	<p>Review                      Changing CAs - Video and Call Takeover Process                      Directory Assistance                      Sprint International/ 900 calls                      HCO - Non Branded                      HCO - Branded                      Voice - HCO                      HCO Answering Machines</p>	<p>Practice Role Plays                      ASL Translation – Presentation by staff interpreter or individual with experience                      Observe - Type                      Review for Test #3                      HR - Benefits                      *Typing Practice/Tests if necessary</p>
Day 7	<p>Review                      Practice Role Plays                      Customer Service                      Operator Services for the Deaf (OSD)</p>	<p>Device to Device                      Administer Test #3                      Observe - Talk                      *Typing Practice/Tests if necessary</p>
DAY 8	<p>Review                      Practice Role Plays - VCO                      Final - VCO Surveys/ Observe                      ASL Translation                      Customer Database (CDB) Features</p>	<p>Emergency/ Threats                      Help Screen Review                      Take Calls - assisted                      Review for Test #4                      *Typing Practice/Tests if necessary</p>

Sprint Training Schedules

TRS TRAINING SCHEDULE		
DAY 9	Review Variations Practice Role Plays Return ASL Workbooks and Discussion Adherence/Trades/OT - OA Presentation	Administer Test #4 Overview of Federal Relay Take FRS Calls - assisted Review for Test #5 *Typing Practice/Tests if necessary
DAY 10	Administer Test #5 Final Review/ Questions & Answers Detachment Life After Training Complete Typing Tests if necessary	Graduation Take Calls Take digital pictures for Sprint ID Badge

Figure 1 - TRS CA Training Schedule

**Topics Covered During Training**

The following is a comprehensive list of all training topics covered by Sprint during initial training.

TRAINING TOPICS		
Orientation	Welcome and Introductions Introduction to Each Other Sprint Nextel Corporation (or Vendor Company) Sprint ahead Values Sprint Nextel Overview History of Sprint Corporation Founders Long Distance Local Telecommunications PCS	Internet Services Product Distribution The Sprint Campus The Sprint Nextel Merger Telecommunications Relay Service What is Relay? Relay Agent Training Relay- Connect to Your Future Video Observation Guidelines How a Call Reaches Sprint Nextel Relay
Connecting to Relay	The Role of a Relay Agent Connecting to Relay 711 Dedicated Toll-Free Numbers Equipment TTY TTY Basics TTY Etiquette Closing a Conversation Agent Responsibility Call Set Up Call Closing TTY to Voice Closing a Conversation Operator Role Closure Operator Close Protocol Guide: Disallowed Calls Glossary of Abbreviations and Terms TTY Practice Session Auto-Corrected Abbreviations Standard Abbreviations Typing Variations Internet Characters Non-Baudot Supported Characters Verbatim - Style Contraction Spelling Punctuation Agent/Operator Role SKSK Background Noises While TTY user is Typing Typing Monetary Units	Sprint IP User Connects to Agent but wants Customer Service Sprint IP Two Line VCO FRSO- Federal Relay Service Online FRSO call processing FRSO Reporting FRSO variations Sprint IP/FRSO International Calling Sprint IP/FRSO Variations Sprint IP/FRSO Fast Busy Sprint IP/FRSO Two Line VCO Sprint IP/FRSO Conversation Lag Time Sprint IP/FRSO Interrupts Voice to AIM (AOL) VM Greeting Voice to AIM procedures Voice to AIM variations Blocked screen names - suspect international locations. Cellular and Wireless Phones Video Relay Service Blackberry Devices and Pagers TTY Public Payphone Sprint National Relay Sprint International (SI) Inbound international calling Sprint International Variations Non-Standard TTY Outbound International calling Transfer Menu

TRAINING TOPICS		
	711 TTY Garble During Typing XXX to Correct Typing Error Other Communication Devices Data Transmission Speed Turbo Code Turbo Code Interrupt Enhanced Turbo Dial Through - (ETurbo) Disable Turbo Code Mode ASCII - American Standard Code Information Interchange ASCII Interrupts Sprint IP - Internet Relay Sprint IP call processing Internet Relay variations Sprint IP RELAY: Internet & IM access 'GA' is optional Sprint IP Standard Service Explanation Text Flow Interruptions without garble Conversational flow ASL Emoticons – Smileys – Text Message Abbreviations IP Acronyms Sprint IP Variations 911 Emergency Calls Spanish and French Language Service International calling restrictions Sprint IP Correctional facilities/Jails Info Digit list	Reseller call processing CapTel Relay to CapTel CapTel to Relay CapTel Transfers Dedicated State CapTel Transfer Alternate Languages Spanish Language Customer Service Relay Caller ID True Caller ID Per Call Block Per Line Block Permanent Call Blocking Caller ID Blocking - True Caller ID – SS7 Connecting Variations Misdialed Relay Phrase Dialed 711 Instead of 911 711 Spanish Request for Relay Numbers Cellular/Wireless problem reaching 711 611/811 (LEC Service Access) 700 900 Numbers and Call Processing Correctional Facility/Prison Calls FAQs on the Use of Relay through Correctional Facilities: Correctional Facility Call Processing Relay Abuse
Overview of System and Equipment	System Overview Login/Logout Agent Profile The Mouse Clicking the Mouse Dragging/Dropping Copy/Paste Drop Down Boxes Lists Radio Button Scroll Bars Sliders Tables Tables Accessing a Program Screen Displays Call Handling Screen Title Bar Banner Conversation Area Disconnect Message Status Color Scheme Agent Text Transmission Cancel Key Information Bar Profile Help Call Type	Dial Window Scratch Pad Transfer Panel Headset Panel Status Bar Record Feature Function Keys Block Ctrl-Switch Switch The Keyboard Alpha Keys Function Keys Call Handling Keys Numeric Keys Cursor Movement Keys Arrow Keys Backspace Error Correction Function Single Word Edit Function Word Substitution Feature Macros Table Function Keys Ctrl-Function Keys Glossary of Telephony Terms Background Noises Voice Tones/Descriptive Words Standard Abbreviations
Phone Image	Professional Phone Image	Voice Person Speaking in 3rd Person

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TRAINING TOPICS		
(Tone of Voice)	<ul style="list-style-type: none"> <li>How phone image is created</li> <li>Provide warm and friendly greeting</li> <li>Conversational Tone</li> <li>Voice Inflection</li> <li>Audibility and breath control</li> <li>Pitch</li> <li>Quality</li> <li>Operator Role</li> <li>Relay Role</li> <li>Relay Skills</li> <li>Conversational Flow</li> <li>Staying focused</li> <li>Listening skills</li> <li>Customer service skill</li> <li>Coping skills</li> <li>Phrases</li> <li>Background Noises</li> <li>Voice Tones/Descriptive Words</li> <li>Transparency and Caller Control</li> </ul>	<ul style="list-style-type: none"> <li>Pacing the Voice Customer</li> <li>Brief pacing phrases</li> <li>Repeating information</li> <li>Voice Customer does not say "GA"</li> <li>Handling Interruptions</li> <li>Voice Tone</li> <li>How Phone Image is Created</li> <li>Provide a Warm Greeting</li> <li>Why Conversational Tone?</li> <li>Transparency, Caller Control &amp; Confidentiality</li> <li>Rudeness, Types of</li> <li>Create an Exceptional Customer Experience</li> <li>Greeting</li> <li>Announce</li> <li>Closing</li> <li>Suggested Redirect Phrases</li> </ul>
TTY to Voice and Voice to TTY	<ul style="list-style-type: none"> <li>TTY to Voice Introduction</li> <li>Connecting to the outbound customer</li> <li>Announcement</li> <li>Explanation of service</li> <li>Deaf or hard of hearing Explanation</li> <li>International Announcement</li> <li>TTY to Voice Procedures</li> <li>TTY to Voice Specific Person Request</li> <li>Variations Specific Person Request</li> <li>TTY to Voice Answered TTY</li> <li>Voice Person Not Available</li> <li>TTY to TTY Call Release</li> <li>TTY to Voice Ans. TTY (TTY to TTY)</li> <li>TTY to TTY Specific Person Request</li> <li>TTY to Voice No Answer</li> <li>Types of Busy Signals</li> <li>Redialing</li> </ul>	<ul style="list-style-type: none"> <li>TTY to Voice Busy Signals</li> <li>Regional 800</li> <li>Voice to TTY</li> <li>Voice to TTY Introduction</li> <li>Connecting to the outbound customer</li> <li>Voice Greeting</li> <li>Voice call progress</li> <li>Announcement</li> <li>Voice to TTY call (Hearing Person Answer)</li> <li>Explanation of service</li> <li>Voice to TTY Procedures</li> <li>Voice to TTY Specific Person Request</li> <li>Voice to TTY Answered Voice</li> <li>Voice to TTY No Answer</li> <li>Voice to TTY Busy Signal</li> </ul>
Branding	<ul style="list-style-type: none"> <li>Inbound Answer Type Branding</li> <li>Database Branding</li> </ul>	<ul style="list-style-type: none"> <li>Branding procedures</li> </ul>
Recordings, Answering Machines, Pagers and AMR	<ul style="list-style-type: none"> <li>Introduction</li> <li>Recording Feature</li> <li>Information Line Recording (TTY/Voice)</li> <li>Touch Tone Dialing</li> <li>Using Touch Tones (TTY/Voice)</li> <li>Audio text interaction</li> <li>Variations for Recordings</li> <li>Record Feature Tips</li> <li>TTY-Voice Recordings</li> <li>TTY-Voice Recording Information</li> <li>TTY-Voice Answering Machine</li> <li>Variations: Ans Mach/Recording/Pagers</li> <li>Voice Mail Retrieval</li> </ul>	<ul style="list-style-type: none"> <li>AMR (Answering Machine Retrieval)</li> <li>TTY-Voice Pager/Beeper (known)</li> <li>TTY-Voice Pager/Beeper (unknown)</li> <li>Voice to TTY Pager</li> <li>Voice to TTY Answering Machine</li> <li>Other Recording Variations</li> <li>Voice Mail System</li> <li>Privacy Manager/Call Intercept</li> <li>Automatic Redial System Recordings</li> <li>Switchboards</li> <li>Redialing Voicemail thru Switchboard</li> <li>TTY-Voice Asking for Specific Person</li> <li>Live person On Ans Mach Redial</li> </ul>
VCO (Voice Carry Over)	<ul style="list-style-type: none"> <li>VCO Introduction</li> <li>VCO Announcement</li> <li>VCO Service Explanation</li> <li>VCO Equipment</li> <li>Non-Branded VCO</li> <li>Branded VCO</li> <li>VCO No Answer</li> <li>VCO Busy</li> <li>VCO Privacy</li> </ul>	<ul style="list-style-type: none"> <li>Reverse Two-Line VCO Intro</li> <li>Reverse Two-Line VCO Procedure</li> <li>VCO Variations</li> <li>VCO comes in Voice Line</li> <li>2LVCO Conference Calls</li> <li>VCO Requests Relay to give Relay #</li> <li>VCO Privacy while leaving message</li> <li>VCO Voice Mail Retrieval</li> <li>2LVCO Voice Mail Retrieval</li> </ul>

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TRAINING TOPICS		
	VCO Answering Machine Voice to VCO Answered TTY Voice to VCO Answered VCO Two-Line VCO (2LVCO) Intro Two-Line VCO (2LVCO) Procedure	VCO Types and Voices Inbound Customer Requests VCO/HCO VCO Requests CA gives name in notes
Billing	Introduction Local call description Paid by Inbound Over Sprint Network Toll Free Calls Calls that Cannot Be Processed COC (Carrier of Choice) Paid by Inbound Paid by Inbound Alternate Carrier of Choice Alternate Billing (Intro) Billing Options Collect FONCard (Sprint) Description LEC calling card Other long distance calling card Paid by Inbound Third Party Carrier of Choice Pre-paid calling cards Billing Procedures Calling Cards Paid Billing with COC (TTY-Voice) Paid Billing with COC (Voice-TTY) TTY/Voice Pre-Paid Calling Card/800 Card Voice/TTY Pre-Paid Calling Card/800 Card Voice-TTY Collect Specific Person Request	Calling Card -- TTY Originated Calling Card -- Voice Originated Collect Calls Collect Call Intro TTY-Voice Collect Specific Person Requested Person-to-Person Call Person-to-Person Call Processing Collect Call -- TTY-Voice Collect Call -- Voice/TTY Third Party Billing Third Party Billing Intro 3rd Party TTY-Voice Billing Voice Number 3rd Party TTY-Voice Billing TTY Number 3rd Party Voice-TTY Billing TTY Number Immediate Credit Inbound tells wrong # Agent dials wrong # Marine Roaming Feature Restricted Roaming Unrestricted Roaming Billing Variations
HCO (Hearing Carry Over)	HCO Intro HCO Announcement HCO Service Explanation Speech Disabled "S" Non-Branded HCO Branded HCO HCO with Privacy HCO No Answer HCO Busy HCO-Voice Answering Machine	Voice-HCO Answered Voice-HCO Answered TTY (1) (2) Voice-HCO recorded message answers Two-Line HCO (2LHCO) Intro Two-Line HCO Procedure Reverse Two-Line HCO HCO Variations Inbound requests VCO/HCO HCO User Requests to Speak
Customer Database	Enhanced Customer Database Profile Household Profile Edit Household Profile Navigating Customer Database Household Profile Panels Notes Frequently Dialed Numbers Personal Information Preferences COC Restrictions Blocked Emergency #s Speech to Speech STS Messages	Customer Profile Introduction Use/Edit/New/Delete Customer Profile Verify Customer Password for Agent Verify Customer Password -- CSR Only Customer Profile Panels Personal Info Notes Frequently Dialed #s Preferences Emergency #s Speech to Speech STS Messages Database Profile Macros
Directory Assistance	DA Intro Interstate Directory Assistance Intrastate Directory Assistance Automated DA	Call Processing -- Calling from International Number Sprint International Variations Non-Standard TTY

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TRAINING TOPICS		
	DA City& State Given; Area Code Unknown DA Variations Sprint International International Transfer Menu Call Processing -- Calling to International Number	Answered Foreign Language Transfer Menu 900 # Call Processing 211/311/511 Requests
Device to Device Calls	Device to Device Intro Function Keys and Banner Messages VCO to TTY and TTY to VCO VCO to VCO TTY to HCO and HCO to TTY	VCO to HCO and HCO to VCO HCO to HCO Device to Device Variations Alternate Call Type reaches recording
Call Processing Variations	CA information Area Code Only In From Number Conversational Flow Static or Poor Connection Profanity towards Agent Redialing Young Children Inbound Does Not Connect Inbound ASCII Charges Refused 800 Number Tone Judgments Repeating Information Restricted Calls Two calling from numbers LEC Service Office 611/811 Double Letters Call Waiting Feature Conference Calls Party Line Calls Three-Way Calling Hard of hearing Customer Ans TTY Line Spanish Calls to TX Sp Speaking Agents Request for Alternate Language Caller Types in Alternate Language Voice Customer Hangs Up During a Call Variable Time Stamp Customer Misdialed Phrase TTY Customer Hangs Up During a Call Non Standard TTY Capability Relaying Internet Characters TTY User Does Not Type GA Dispatch Calls – Pizza, Taxi, Carry-out Customer Referral Guidelines V-T Calls answered by Fax Customer Requests Holding for Inbound prior to out dial Request for Company Information Request for Information Request for M or F Agent Request Specific Agent Agent Knows Customer Request for Relay Number Customer Requests to Call Relay Service Request for Calling From Number Request Telephone Number Referral Request for Date/Time Customer Requests Agent to Modify Call	Request for Length of Call Request Long Distance Information T-V Call and V Requests Supervisor Call Backs for TTYs Multiple Calls Sensitive Topics Suicide Abuse Illegal Calls Answering Machines Hangs Up Before Message Left Do Not Type Recorded Messages Answering Machine Full Change Answering Machine Message VCO Requests Leave Message 1st out dial Leaving a Message V-TTY Ans V Retrieving Messages from TTY V Ans Mach TTY Screener Request to Leave TTY Message on Ans Mach Recordings Regional 800 TTY Requests "Dial That Number" Recording with Relay Option Alternate Call Recording Reached English/Spanish Pound Touch Tone Phone Advertisements Do Not Type Recordings Get Live Person/Rep Conversation Being Recorded Dial Number from Recorded Announcement VCO Conference Calls Leave Relay Number Voice Mail Retrieval VCO Types and Voices Prompting Data Transmission Box Prompting VCO on Hold Requests VCO/HCO HCO Requests VCO/HCO Alternate Call Type Recording Bridge Left Open

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TRAINING TOPICS		
Call Take Over Procedures	FCC Rule Protocol and process flow TTY-Voice and Voice-TTY ASCII	VCO VCO to VCO HCO VCO-TTY and TTY-VCO
Customer Service	Functions Language Services	Procedures
OSD	Operator Services for the Deaf (OSD) Functions	OSD to TRS TRS to OSD
Transparency	Non-Emergency Calls Emergency Center Evacuation	Network Failure
Emergency Call Procedures	Emergency Calls Intro Emergency Services FCC Requirements Emergency Call Processing Emergency Reporting TTY-Emergency Voice-Emergency	TTY-Emergency TTY Call Release Internet-Emergency Internet (IP) Emergency Instant Messenger (IM) Emergency Emergency Call Processing Variations Emergency Form
Federal Relay Service	FRS Intro FRS Announcement FRS Service Explanation FRS Relay Procedures Federal Relay Service call types	FRS Confidentiality Policy FRS Customer Information Requests FRS Customer Contacts FRS Reporting
STS (Speech-to-Speech)	Speech To Speech Training Outline STS Introduction and History STS Description Disabilities Characteristics of STS users Stereotypes Clarifying Phrases Phrases to Avoid STS Phone Image STS Agent Tools Consistency Patience Ask Yes or No Questions No Personal Conversation Phrases You Can Use Speech to Speech Alphabet Transparency/Call Control/Confidentiality	Ways to Reduce/Streamline Notes Standard Abbreviations (STS) STS-Voice Voice-STS STS VCO-Voice Voice to STS VCO (TTY answer r) Voice to STS VCO (VCO answer) STS VCO -- 2 Line VCO TTY-STS STS-TTY Non-branded HCO to STS STS-HCO STS Hold Message STS Call Takeover Confidentiality and Transparency Personal Conversations requests Speech to Speech Variations
Healthy Detachment	Healthy Detachment Intro Objectives Survival Skills Relay Traps	Perception Ways to Reduce Stress Hospitality Phrases
Healthy Relay	A healthy approach toward Relay Introduction Objectives Ergonomics Stretching Exercises Agent Reinforcement Ergonomic Review	Setting up Workstation GUAM - Get Up and Move Ergonomic Relief Slowing the Customer Down Overtime Relaxation
Adult Learner	Understanding the Needs of the Adult Learner The Learning Continuum Use of Different Modalities Adult Learning - Edgar Dale's Cone of Experience Elements of Lesson Design Focus The Adult Learner Objective and Purpose Input	Modeling Checking For Understanding Guided Practice Independent Practice Summary Evaluation How to Give Effective Instruction Questioning Guidelines Feedback - Training and Coaching

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TRAINING TOPICS		
		Technique Trust in Management
Assessing Performance	The Assessment Process in Training Assessment Time - What is involved? Practice Time Spelling Test Written tests Side by side evaluations Typing	Acceptable Time Frame Acceptable Is Relative Ways to "Coach" Feedback Maintain Self-esteem and Motivate Pass/Fail Guidelines Introduce Assessment Form Form Set-Up
Introduction to Diversified Culture	Introduction to Diversified Culture Objectives Who Uses Relay Understanding Our Customer Special Communication Needs Pathological vs. Cultural View of Deafness Characteristics of Deafness The Deaf Community	Why is there Deaf Culture? Attachments: What Do You Know About Deafness (Q) What Do You Know About Deafness (A) Myths About Deafness Two Views of Deafness Loudness Levels
Deaf Heritage	History in Europe History in North America Alexander Graham Bell	Edward Miner Gallaudet Oral / Combined Debate
The Deaf Community	Introduction to the Deaf Community National Association of the Deaf Contributions to Society Mainstreamed Schools	American Athletic Assn. of Deaf National Theatre of the Deaf Assistive Devices Gaining Acceptance in the Deaf Community
The Deaf Community	Sign Language Interpreters Different Communication Systems Exposure to English DEAF President Now Attitude Changes toward the Deaf Community	Changes in the Deaf Community Rules for Using a Sign Language Interpreter Interpreting Standards
American Sign Language Part 1	What is ASL? History of ASL ASL Recognized as Language	Rules of ASL Five Parameters of ASL English vs. ASL Idioms
American Sign Language Part 2	Evolution of ASL ASL Syntax	Translate ASL to English and Vice Versa
TTYPhony and TTY Courtesy	First Teletypewriter Evolution of the TTY Telecommunications Laws of Accessibility	TTY Courtesy Development of Relay Service Market
Hard of hearing and Late Deafened Customers	Hard of hearing and Late Deafened Customers Characteristics of Deaf Customers Assistive Devices for Deaf Customers	Establishment of Self Help for Hard-of-Hearing People (SHHH)(Now the 'Hearing Loss Association of America' (HLAA)) Relaying for Deaf Customers
Characteristics of late-deafened Customers	Establishment of Association of late-Deafened Adults (ALDA) Relaying for late-deafened Customers	Deaf-Blind, Speech-Challenged, Spanish Speaking and Hearing Customers
Characteristics of Deaf-Blind Customers	Assistive Devices for Deaf-Blind Customers Relaying for Deaf-Blind Customers	Deaf-Blind Pacing – allows the CA to slow down the transmission to the Braille machine
Characteristics of Relaying for other users	Speech-Challenged Customers Spanish-Speaking Customers	Hearing customers
Ethics and Confidentiality	Interpreting Standards The ADA and FCC regulations for the Provision of	TRS Rules – Operator Standards Relay Center Agreement Regarding

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TRAINING TOPICS		
	TRS Regulations pertaining to call content	Confidential Customer Information.

# Class Schedule

Day # 1	Day # 2	Day # 3	Day # 4	Day # 5
Intro to Relay - Terms Discuss Screen Practice Logging on Break Com. Effectively w/TTY-pg10 Decorum Lunch Index Book <b>Company's Overview</b> Introduce TTY to Voice Break <b>Typing Drills</b> Homework Tone of Voice	Quiz- Tone of Voice TTY to Voice Practice Break cont. TTY-V w/closings Lunch <b>CA Service Role (1)</b> Break Obs sheets, IEC Speed dial, connect modes <b>Typing Drills/Recap</b> TTY to Voice Homework Hot Keys	Quiz-Hot Keys Voice-TTY Break Cont. Voice-TTY Lunch <b>Typing Drills</b> <b>Ergo mtg</b> Closing call review Break <b>Typing Drills</b> Homework study closing calls	quiz closing calls TTY-TTY & Practice Break <b>CA Service Role</b> <b>Telephone Service Skills</b> Lunch Recap All Calls Practice Profiles Break <b>Call/Typing Drills</b> Homework Language	quiz lang. 3 interns due Voice Orig Ans Mach Break <b>CA Service Role</b> <b>Listening Skills</b> <b>Practice Activity</b> Lunch Practice learned calls and Profiles Break <b>Typing/Call Practice</b> Give Final Study Guide Homework Language
8:30-9:30 9:30-10:00 10:00-10:30 10:30-10:45 10:45-11:30 11:30-12:30 12:30-1:00 1:00-1:15 1:15-2:15 2:15-3:00 3:00-3:15 3:15-5:00	8:30-9:00 9:00-10:30 10:30-10:45 10:45-12:30 12:30-1:00 1:00-2:45 2:45-3:00 3:00-4:00 4:00-5:00	8:30-9:00 9:00-10:30 10:30-10:45 10:45-12:30 12:30-1:00 1:00-2:00 2:00-2:30 2:30-3:00 3:00-3:15 3:15-5:00	8:30-9:00 9:00-10:30 10:30-10:45 10:45-12:30 12:30-1:00 1:00-2:00 2:00-2:30 2:30-3:00 3:00-3:15 3:15-5:00	8:30-9:00 9:00-10:30 10:30-10:45 10:45-12:30 12:30-1:00 1:00-2:00 2:00-3:00 3:00-3:15 3:15-5:00
<b>Day # 6</b> Quiz Language Voice orig ans mach recap TTY Orig ans mach intro Break TTY Orig Ans Mach Lunch <b>CA Service Role</b> <b>Difficult Calls/Summary</b> Break 911 Typing/Practice calls	quiz (based on need) TTY-Voice test (1) Typing/Shadowing/ Interviews (incl break) Game Lunch Recording/Turbo Intprt Break Quality/Monitoring mtg Typing/call practice	8:30-9:00 9:00-11:30 11:30-12:30 12:30-1:00 1:00-3:00 3:00-3:15 3:15-4:15 4:15-5:00	8:30-10:30 10:30-10:45 10:45-12:30 12:30-1:00 1:00-3:00 3:00-3:15 3:15-4:15 4:15-5:00	8:30-10:30 10:30-10:45 10:45-12:15 12:15-12:30 12:30-1:00 1:00-2:00 2:00-3:00 3:00-3:15 3:15-5:00
<b>Day # 7</b> 8:30-9:00 9:00-10:00 10:00-10:30 10:30-10:45 10:45-12:30 12:30-1:00 1:00-3:00 3:00-3:15 3:15-4:15 4:15-5:00	<b>Day # 8</b> VCO-Voice VCO Ans Mach Break Cont w/VCO Lunch Q & A for Final Deaf Culture/ASL Break Typing Drills	8:30-10:30 10:30-10:45 10:45-12:30 12:30-1:00 1:00-2:00 2:00-4:00 4:00-4:15 4:15-5:00	8:30-10:30 10:30-10:45 10:45-12:30 12:30-1:00 1:00-2:00 2:00-4:00 4:00-4:15 4:15-5:00	8:30-10:30 10:30-10:45 10:45-12:15 12:15-12:30 12:30-1:00 1:00-2:00 2:00-3:00 3:00-3:15 3:15-5:00
<b>Day # 9</b> Call test Ans Mach Break Voice-VCO (prof & no pr) 711 Lunch Dir Assist Internet Calls Break Take live calls (pair)	Review Recordings Break Remote Profile Lomar Logic Pager Calls Lunch Game Live Calls(incl. break) Discuss Calls 3 interviews due	8:30-10:30 10:30-10:45 10:45-12:15 12:15-12:30 12:30-1:00 1:00-2:00 2:00-3:00 3:00-3:15 3:15-5:00	8:30-10:30 10:30-10:45 10:45-12:15 12:15-12:30 12:30-1:00 1:00-2:00 2:00-3:00 3:00-3:15 3:15-5:00	8:30-10:30 10:30-10:45 10:45-11:15 11:15-12:00 12:00-12:30 12:30-1:00 1:00-1:30 1:30-4:30 4:30-5:00
<b>Day # 10</b> 8:30-9:00 9:00-10:30 10:30-10:45 10:45-11:15 11:15-12:00 12:00-12:30 12:30-1:00 1:00-1:30 1:30-4:30 4:30-5:00	<b>Day # 11</b> HCO-Voice/Voice-HCO HCO-TTY/TTY-HCO Break Long Distance Discuss Miscellaneous info Lunch Ori Box Slam Relay Floor (incl break)	8:30-10:30 10:30-10:45 10:45-11:45 11:45-12:30 12:30-1:00 1:00-1:30 1:30-2:30 2:30-5:00	8:30-10:30 10:30-10:45 10:45-12:00 12:00-12:30 12:30-5:00	8:30-10:00 10:00-10:30 10:30-12:30 12:30-1:00 1:00-3:00 3:00-3:15 3:15-5:00
<b>Day # 12</b> VCO Call Tests Break Capitel/NY/OSD Lunch Typing Drills/Relay Floor	<b>Day # 13</b> 2 Line VCO VCO-TTY TTY-VCO Lunch Typing Drills/Relay floor	8:30-10:30 10:30-10:45 10:45-12:00 12:00-12:30 12:30-5:00	8:30-12:30 12:30-1:00 1:00-5:00	8:30-10:00 10:00-10:30 10:30-12:30 12:30-1:00 1:00-3:00 3:00-3:15 3:15-5:00
<b>Day # 14</b> Final Index Book Due Remaining Interview Due Technical Session Relay Floor Lunch VCO-VCO VCO-HCO/HCO-VCO Break Typing Drills/Relay Floor	<b>Day # 15</b> Typing Drills On Relay Floor Graduation Relay Floor Etiquette HR topics	8:30-10:00 10:00-10:30 10:30-12:30 12:30-1:00 1:00-3:00 3:00-3:15 3:15-5:00	8:30-10:00 10:00-10:30 10:30-12:30 12:30-1:00 1:00-3:00 3:00-3:15 3:15-5:00	3 hrs

- Company Overview-
- Attendance -
- Decorum-
- Ergonomics-
- Quality/Monitoring-
- Technical Session-
- Relay Floor Etiquette-
- HR Topics -
- Interviews - Trainees use this time to meet and get to know the sups and leads

19-Oct-06