

Exercise

Informing or Instructing (10 minutes)

Given the purpose of the presentation, determine whether you would be informing or instructing and state why you selected the choice.

- Create an awareness in the public. *This is informing. The key word is awareness. This statement could be modified with "so that they took some action" and then have a way of measuring the action.*
- Develop shelter managers. *Instructing/training. The word develop implies giving someone the knowledge and skills to be called a shelter manager.*
- Change the attitude of politicians. *This one needs some more information. Training may be done to change attitudes by giving someone new knowledge and skills. Again a "so that" is needed with some measure of success.*
- Orient local disaster committees. *Orientation is usually an informing activity. If the objectives of the presentation are measurable and the committee members will be able to do something they could not do before-then it could be training.*
- Train committee members in damage assessment. *Instructing/training. They will be able to assess damage as a result of the activity.*
- Update emergency committee. *Update is an informing word. Adding a "so that" with a measurement tool could change this one also.*

Informing and Instructing/Training
Post Test

1. Define the following:

Informing -

A presentation given for the purpose of providing facts, opinions, concepts, etc.

Instructing/Training-

A learning experience designed and delivered in a manner that guaranteed that the participant will meet the established objectives.

2. Briefly compare:

Informing

No learning predictability

Short term life

No accountability

No measurement of results

One way communication

Performance not required

Instructing/Training

Guarantees ability to perform

Long term durability of learning

Instructor and learner accountable

Testing/evaluation for objectives

Two way with feedback

Performance to established standards

3. Determine from the following statements of purpose or problem whether Informing or Instructing/ Training is probably indicated and explain:

a. Damage assessments are inaccurate and reports are incomplete.

After checking the process/system for flaws-instructing/training is most likely needed to correct the performance deficiencies of reporters. A lack of knowledge of the system and skill in making assessments is probably the problem.

b. Employees are losing files on the new computer system.

After checking the hardware and the process/system for flaws, then instructing/training is most likely needed to correct the problem. New process and procedures.

c. A new public emergency reporting system and phone number are being implemented.

Informing will be necessary for the system users and training will be needed for the system operators. Difficult to "train" the public directly. System operators will need intensive training to deal with the public in emergencies.