

Appendix C Sprint TRS Training Outlines

Sprint TRS Training Outline

Module	Module Description
Module 1	Orientation <ul style="list-style-type: none"> • Objectives • Welcome & History • Future of Sprint • What is Relay? • CA Training • Call Flow Chart
Module 2	Phone Image <ul style="list-style-type: none"> • Objectives • Introduction • Communicating Information • Using Conversational Tone • Managing Dissatisfied Customers
Module 3A	Overview of System and Equipment <ul style="list-style-type: none"> • Objectives • Logging In • Logging Out • Screen Display • Checking for Understanding • Headsets • Modem • Error Correction • Keyboard • Last Typed Macro Feature • English Macros • Spanish Macros • Telephony Terms
Module 3B	Interactive Terminals <ul style="list-style-type: none"> • Knowing Your TTY • Closing a Conversation • Typing Background Noises
Module 3C	Overview of System and Equipment (FRS Only) <ul style="list-style-type: none"> • Malfunctions • Relay Procedures • Confidentiality • Statistics • Handling Obscene Calls • Requesting a Supervisor • Reporting • Macros
Module 4A	Call Processing Procedures <ul style="list-style-type: none"> • Objectives • Your Role as CA • Call Processing for All States

Module	Module Description
Module 4B	Destinations of Traffic <ul style="list-style-type: none"> • Destinations not Allowed • IntraLata Competition • State Differences
Module 4C	Answering Machines and Audiotext <ul style="list-style-type: none"> • Record Feature • Voice Answering Machine • Voice to TTY Answering Machine • Information Line • Audiotext • Voice Mail • Pagers/Beepers (TTY-Voice) • Pagers/Beepers (Voice - TTY) • Variations • Answering Machine Retrieval
Module 4D	Voice Originated Calls <ul style="list-style-type: none"> • Local Call Description • Toll Free and Paid • Paid over Sprint Network • Paid over Alternate Carrier • Variations
Module 4E	Long Distance Calling <ul style="list-style-type: none"> • FONcard • LEC Card • Optional Cards • Pre-Paid Cards • Collect • Third Party • Immediate Credit
Module 4F	VCO and HCO <ul style="list-style-type: none"> • Voice Carry Over (VCO) • Inbound VCO Branding • Busy Line • No Answer • Two-Line VCO • Hearing Carry Over (HCO) • Non-Branded HCO • Branded HCO

Module	Module Description
Module 4G	Alternate Call Types <ul style="list-style-type: none"> • VCO to VCO • VCO to TTY • TTY to VCO • HCO to HCO • HCO to TTY • TTY to HCO
Module 4H	Customer Database <ul style="list-style-type: none"> • Customer Database Feature • Customer Notes Window • UCR Main Menu • Name Submenu • COC Submenu • InterLata COC • IntraLata COC • Billing Method Window • Billing Options • Numbers Submenu • Emergency Numbers • Frequently Dialed Numbers (FD) • Blocked Numbers • Customer Notes
Module 4H	Customer Database <ul style="list-style-type: none"> • Preferences • Answer Type • Language Type • Outdial Restrictions • Macros • Last Number Redial

Module	Module Description
Module 4I	<p>Variations</p> <ul style="list-style-type: none"> • Busy Signals • Poor Connection • No Answer • Request for Information • Speech Impaired • Pacing Voice Customer • Profanity towards CA • Request for M or F CA • CA Knows Customer • Suicide • Abuse • Illegal Calls • Sensitive Topics • Redialing • Switchboards • Young Children • Inbound ASCII • Repeating Information • Request for Relay Number • Restricted Calls • ASCII on Outbound Line • Regional 800 • Two Calling From Numbers • LEC Service Office • Double Letters • Call Waiting • Conference Calls • Three-Way Calling • Changing CAs • 800 Number Referral • Hard-of-Hearing Customer • Call Backs for TTYs • Multiple Calls
Module 4I	<p>Variations</p> <ul style="list-style-type: none"> • Call Modification • Holding • Alternate Language • Typing in Parenthesis • Product Information • Spanish Calls • Voice Customer Hangs Up • Variable Time Stamp • TTY Customer Hangs Up • Conversation being Recorded • Prompting Voice for "GA" • Non-Standard TTY Capability • Internet Characters • TTY does not type "GA" • Cellular Long Distance Calls • Party Line Calls

Module	Module Description
Module 5	Emergency Call Processing <ul style="list-style-type: none"> • Emergency Calls • Non-Emergency Calls • Emergency Incident Form
Module 6A	Performance and Procedures <ul style="list-style-type: none"> • Performance Measurement Plan • Quality Customer Service • Commitment • Personal Effectiveness • Assessment Survey and Replay • Emergency Procedures • Emergency Assistance Form • Checking for Understanding
Module 6B	Healthy Relay <ul style="list-style-type: none"> • Introduction • Analogy • Stretching Exercises • CA Reinforcement • Ergonomic Review • Setting up Workstation • GUAM - Get up and move
Module 6B	Healthy Relay <ul style="list-style-type: none"> • Ergonomic Relief • Slowing the Customer • Overtime Relaxation
Module 7A	Responding Positively <ul style="list-style-type: none"> • Stress Management • Thoughts and Feelings • Relaxing Emotionally • Thinking Powerfully • Exercise • Nutrition • Relaxation/Meditation • Energy Resource Assessment • Suggested Reading • Leader's Notes
Module 7B	Healthy Detachment <ul style="list-style-type: none"> • Interactive Communication • TDD Communication • Potential Stressors • Detaching
Module 8	Assessing Performance <ul style="list-style-type: none"> • Assessment Process • Coaching • Feedback • Pass/Fail Guidelines • Role Plays

Module	Module Description
Module 9	<p>Supervisor as Trainer and Coach</p> <ul style="list-style-type: none"> • Introduction • Objectives • Being a Coach/Trainer • An Adult Learner • Giving Effective Instruction • Feedback
Module 10	<p>A Healthy Approach to Relay</p> <ul style="list-style-type: none"> • Learning Continuum • Adult Education • Dale's Cone of Experience • Elements of Lesson Design • Preparation for Training • Warm Ups • Voice Inflection • Handling Interruptions • Prep for Final • Hearing Thru (TDD - Voice) • Hearing Thru (Voice - TDD) • Voice Thru (TDD - Voice) • Voice Thru (Voice - TDD) • Audiotext • Information Lines • Business Answering Machines • Residential Answering Machines • Beepers • Spanish Answering Machine • TTY Answering Machine

Speech to Speech Training Outline

Module 1	Orientation	
	<ul style="list-style-type: none"> • Objectives • Welcome & Introductions • Description • History 	What is Speech to Speech Differences from Relay Agent Training
Module 2	Speech to Speech Customers	
	<ul style="list-style-type: none"> • Objectives • Introduction • Phone Image • Characteristics of Speech to Speech Customers • Breaking the Stereotypes 	Varying Speech Patterns Voice Synthesizers Types of Calls Transparency & Confidentiality Phrases
Module 3	Attributes of STS CAs	
	<ul style="list-style-type: none"> • Objectives • Patience • Concentration • Listening Skills 	Caller Control Sensitivity and Understanding
Module 4A	Call Processing Procedures	
	<ul style="list-style-type: none"> • Objectives • Your Role as CA • Billing • Directory Assistance • Changing CAs 	
Module 4B	Answering Machines and Audiotext	
	<ul style="list-style-type: none"> • Answering Machines • SA to SD Answering Machine • Busy/Disconnects • Audiotext Message • Pagers/Beeper 	
Module 4C	Emergency Call Processing	
	<ul style="list-style-type: none"> • Emergency Services • EM Numbers • Emergency Incident Form 	
Module 4D	Variations	
	<ul style="list-style-type: none"> • Outbound to Relay • Personal Conversations • Operator Calls • Talking on Hold • Keeping the Customer Informed • Differentiating STS and Relay • Outdialing to STS 	Using GA Spelling Announcement 900 Calls Request to Hold SD to SD through STS Non STS Calls

Video Relay Service Training Outline and Qualifications

Qualifications	<ul style="list-style-type: none">• Certified by the NAD at levels III, IV, or V or certified by RID as IC/TC, CI, CSC, LSC or MSC of demonstrated State equivalent• Possess a minimum of three years interpreting experience• Possess English language skills at a college level• Observe strict confidentiality guidelines using RID's Code of Ethics• Function in a totally transparent mode• Possess strong receptive and voicing skills• Possess sensitivity to the needs of the Deaf, Hard of Hearing and hearing parties• Have a wide range of experience working in the deaf Community utilizing ASL, PSE and Signed English Community utilizing ASL, PSE and Signed English communication modes in social, economic, and educational settings• Possess interpreting experience for persons who have minimal language skills• Possess computer literacy, including familiarity with current Windows operation system, and be able to operate computer and video equipment• Exhibit superior customer service skills.
Training Modules	<ul style="list-style-type: none">• History of Telecommunications relay services• Orientation of VRS work station, video software and equipment• Sign language interpreter code of ethics• TRS operator rules of confidentiality and code of ethics• VRS roles and responsibilities