

# ***5 Must-Have Features*** **of New Role** **Training Software**

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## The Future of Public Safety Training

**Digital solutions in the field of public safety are critical in today's world, especially when it comes to the foundation of every employee's career: training.**

Candidates today are more tech-savvy than ever before, and expect their agency to operate using modern, user-friendly technology. Inefficiency is the enemy of today's recruits. They want to focus on the work they're passionate about rather than spending time on redundant paper checklists.

Employee expectations aside, documenting training on paper simply isn't sustainable or scalable anymore. As policies and SOPs have expanded and evolved over the years, training has become more complicated and difficult to track. Getting it right is mission-critical – for the protection of your agency, the safety of your workforce, and the safeguarding of your community.

**In this guide, we'll highlight why new role training software is important, the top 3 benefits of cloud-based training software, and 5 must-have features to look for in any solution you consider.**



# *Solve a Mission-Critical Need*

## *Attract today's tech-savvy recruits*

Public safety training software is technology that helps agencies manage, track, and measure their new role training entirely online. Most cloud-based training software enables digital documentation, tracks trainee success, and keeps historical field/basic training data.

Instead of relying on manual and paper processes, using an online solution allows agencies to ensure compliance, attract today's tech-savvy recruits, and operate with the level of excellence expected from public safety agencies.

***Manage, track, and measure new  
role training entirely online.***



Software transforms your daily observation reports from long checklists into intuitive, fast forms that put the focus back on mentoring.

## ***Benefits of New Role Training Software***

- ✓ **Save time and resources:** Using a training solution allows you to eliminate paper and tedious report writing tasks. Software transforms your daily observation reports from long checklists into intuitive, fast forms that put the focus back on mentoring.
- ✓ **Increase visibility:** With cloud-based software, you have more visibility into trainee progress and how well a program is preparing them for a career in public safety. Many solutions provide real-time dashboards, comprehensive reports, and automated alerts to keep you informed every step of the way.
- ✓ **Eliminate subjectivity:** Online solutions centralize and standardize your training process, which helps you make sure reports, evaluations, and scores are fair and consistent. With technology, recency bias can be a thing of the past.



# 5 Must-Have Features of Any Workforce Training Program

**Now, let's take a look at the 5 must-have features of any training solution you consider**

The sections below will highlight what each feature means, why it matters, and a few questions you can ask when evaluating a specific solution for purchase.

## Must-Have Feature #1: Advanced reporting capabilities

Advanced reporting capabilities help with more than tracking a trainee's scores. Reporting capabilities should provide you with the data and insights you need to evaluate your trainers and the program as a whole, not just the trainees going through the process.

Having access to advanced reports allows you to properly analyze the success of your program and identify opportunities for improvement. As an example, let's say you run a report on trainer performance and find every trainee assigned to a particular trainer is scoring low in a certain area. With training software, you have the ability to follow up and help that trainer improve their instruction.

In another example, you might run a report on program phases and find that most of your early exits are in phase 2. With this information, you can evaluate phase 2 challenges, make appropriate adjustments, and ensure your training program is the best it can be with the help of advanced reporting.

### Here are some questions to consider regarding advanced reporting features:

- ✓ How many reporting options do you provide?
- ✓ What do those reports measure, and what information can I get from them?
- ✓ Do you provide any custom reports?
- ✓ Do you provide any dashboards? If yes, what kind of information is included in the dashboards
- ✓ Can we perform comparisons by trainee and trainer?
- ✓ Can we perform a year-over-year analysis?



## Must-Have Feature #2: Pre-built templates and simple configuration capabilities

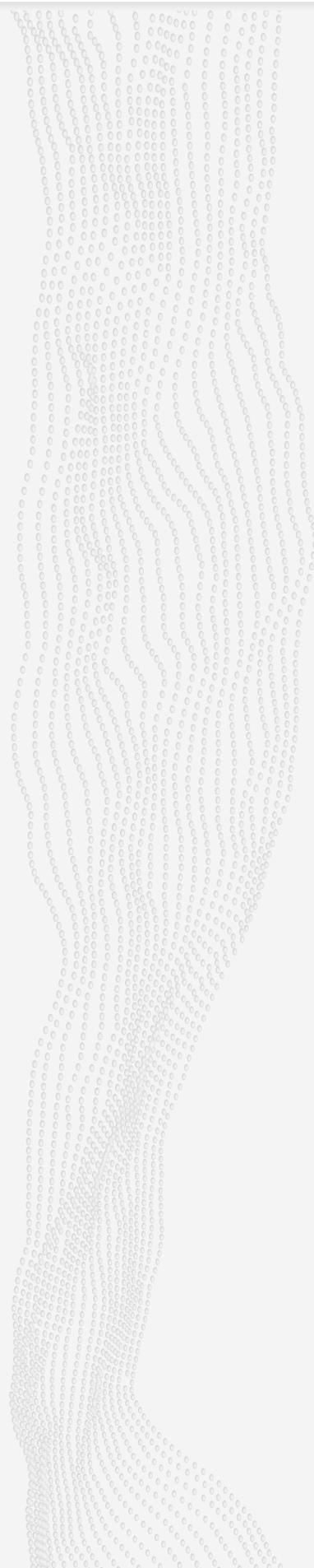
When choosing workforce training software, it's important to ensure the solution is compatible with your current processes. Almost every solution available today has standard daily observation report (DOR) forms available – but do they have forms that comply with your particular training program?

Pre-built templates match the requirements of an established field training model (like San Jose, Reno, NENA, NEMSMA, etc.). These templates should have pre-built phases, forms, workflows, etc. to help your agency remain compliant with your particular training model. With templates that match your program needs, you have an out-of-the-box solution that you can implement with just a few clicks.

In addition to templates, the solution you choose should support customization or configuration. Without this functionality, you could be stuck using forms and workflows that don't match the way you conduct field training. To create appropriate workflows, you would likely need IT to build them from scratch. This takes a lot of time and effort. Configuration allows you to easily use the software in a way that meets your needs, without requiring outside support.

### Here are a few questions to ask about templates and configuration capabilities:

- ✔ What program templates do you have already built in the system? Be sure to ask about your specific program model to see if it's fully supported.
- ✔ Are there standard forms we can configure if we want to create a hybrid program?
- ✔ Can we configure forms, program phases, skills, and rating scales?
- ✔ Do you support custom forms built from scratch? If so, is there any reporting available on the data from those forms?



## Must-Have Feature #3: Forms and evaluations that inform each other

Digital versions of forms and evaluations is an improvement over shuffling pieces of paper around, but they can still involve time-consuming steps. If you have to click back and forth between documents and search for the right information to duplicate, **has it really saved you time?**

The best training program should allow forms and evaluations to inform each other to help save time and eliminate duplicate work. When you grade an employee's activity, that information should **automatically inform their performance grade and add the necessary information to that day's DOR**. Otherwise, your training staff will continue the same monotonous, time-consuming work – just on the computer instead of on paper.

**Ask these questions to find out if the solution you're considering has this feature:**

- ✓ When I complete an activity for a trainee, does that information automatically get added to their performance?
- ✓ When I complete an activity for a trainee, does that information automatically get added to the DOR?
- ✓ Are DORs and evaluations completely separate forms, or do they cooperate?
- ✓ Will we have to fill out the same information multiple times in a day?

## Must-Have Feature #4: Connection with your CAD system

You live and breathe by what comes through your computer-aided dispatch (CAD) system, so shouldn't your software, too? When training software can connect to the data in your CAD system, you can save an incredible amount of time and effort. **Information from CAD should flow directly into the software, so your training staff doesn't need to enter the information themselves.**

**Here are a few questions to ask about CAD connections:**

- ✓ Does your software include CAD integration?
- ✓ Do you have to fully integrate with our CAD system or can you connect in other ways?
- ✓ How do you connect to our CAD?
- ✓ What CAD information is pulled into the software?
- ✓ How long will it take to connect to my CAD, and will I be able to use the software in the meantime?

## Must-Have Feature #5: Direct policy tie-ins to your training

Your agency's policies govern everything you do. As part of their training, new staff must become intimately familiar with every policy and its significance to their work. Training software should **have a way to tie each element of training back to the relevant policy or operating procedure.**

When a particular element of training relates to agency policy, it's important to make that connection clear to staff and document it in your training management system. By connecting training to policy, **your workforce can understand the why behind procedures, and you can more easily prove compliance.**

**Ask these questions to see if a program can connect your training to agency policies:**

- ✓ Does your solution connect to any policy management software?
- ✓ How would I connect or link our policies to each training?
- ✓ Can I reference historical training data and the policy used at the time of training?

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POLICY

# New Role Employee Training Solutions for Your Agency

Public safety employee training software is a great solution for any agency looking to **save time and enhance their training programs**. This kind of software is especially beneficial if it includes the 5 must-have features above: advanced reporting, configurable templates, connected forms, and integrations with policy management software and CAD systems.

*Save time and enhance your training programs.*

## See PowerReady in action

Interested in exploring a cloud-based training solution with a proven success record? Schedule a no-obligation call to learn about our [new role training software, PowerReady](#), that helps agencies ensure employee readiness for every phase of their career.

Schedule Consultation



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