Training Others to Think: Using Virtual Offices to Train Law Enforcement Officers and Officials

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Abstract:

This age of constant threats to our security, both domestically and internationally, demands a lot of those who protect us. We expect responders to quickly analyze information and respond with swift, appropriate action. Unfortunately, despite their best efforts, problematic reactions occur and these increase risk to both the public and the responders.

Departments and agencies can support training in problematic areas despite travel, time, and scheduling constraints. The Virtual Office training platform allows students to practice skills and apply learning using a real-life simulated practice environment.

Keywords:

Training, Law Enforcement, Virtual Office

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Who Are We?

- Donna A. Sandifer, *Senior Instructional Designer, C^2 Technologies*
- Samir Morankar, *Knowledge Engineer, C^2 Technologies*

*Celebrating **20** years of Success*
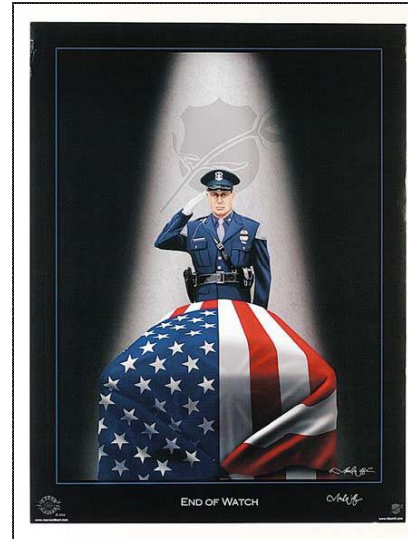*OPM & DOT's Small Business of the Year*

Comparing Mistakes

Business World

Law Enforcement World

Mistakes
are the
stepping stones
to learning!

END OF WATCH

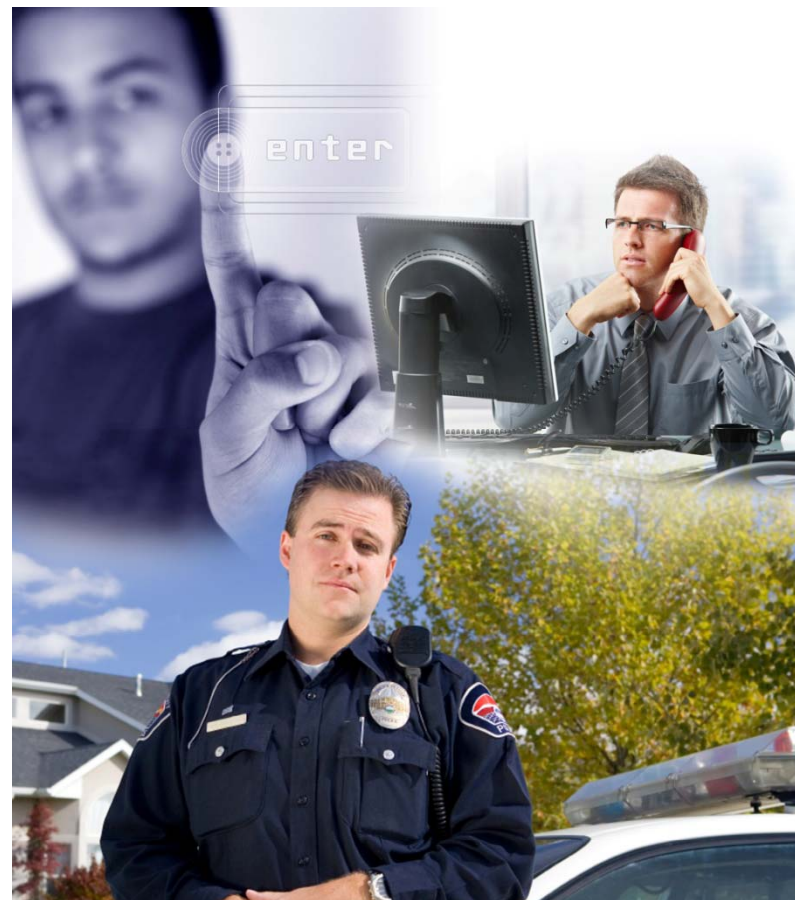# Current Law Enforcement Training Methodologies

Creating Law Enforcement Training

- **More realistic the training, greater the lessons learned**

- **Most officers on the street:**
  - Are younger
  - Have experience in various products of the MTV generation
  - Have short attention spans

- **Training must be:**
  - Fast paced
  - Attention getting
  - Clear, concise and relevant

Virtual Intelligence Office

Advantages of VIO

- Just-in-time
- Accessible anytime and anywhere, using a common platform
- Allows knowledge and skills practice in a safe, non-threatening environment
- Can be used in a blended training environment
- Permits non-traditional delivery to large audiences
- Customizable for a variety of training topics

For More Information

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About the Authors:

Donna Sandifer is a Senior Instructional Systems Designer and Trainer, working for C^2 Technologies, Inc. Donna is a former police patrol officer with the Ocean City and Pocomoke City Maryland Police Departments, a graduate of the Maryland Police Training Commission, and holds an A.A.S. in Criminal Justice from the University of Akron and a B.I.S. in Law and Government from George Mason University. She is also a former certified paralegal and court appointed family mediator for the 31st Judicial District in Virginia, as well as a trainer certified by the Florida Prosecuting Attorney's Association. Donna holds an active Top Secret clearance with DOD.

Donna began her work in instructional design and training as a patrol officer, where she designed, developed and delivered specialized training for other officers in rape and DUI investigations. After moving to the DC area, Donna worked for the County of Fairfax, VA and continued her work in training design and delivery for County departments in the areas of criminal code enforcement prosecutions, landlord-tenant law, consumer law and investigations for court prosecution. In 1998, Donna began her own consulting business and designed, developed and delivered training programs and documentation for various government and private organizations, including Wayne State University, the IRS General Counsel's Office, FDIC, Customs and Border Patrol, Library of Congress, AOL, Capital One, RSA, ODNI and the FBI. Her work for the FBI includes serving as lead ISD and team exercise instructor and facilitator for the FBI National Academy's Intelligence Analyst ACES, Cohort and Language Analyst basic training(s), as well as the lead trainer for the train-the-trainer component of the FBI's Trilogy national software implementation.

During her tenure with C^2, Donna served as lead ISD for the web conversion of the Critical Thinking and Analytic Methods (CTAM) course. For this course, Donna assisted in the design and development of a virtual intelligence analysis practice exercise, which is a part of the web-based CTAM course. She also co-designed and developed DHS's Intelligence Led Policing course which was recently presented at the State and Local Program Office Conference in El Paso, Texas.

Samir Morankar is a Knowledge Engineer working for C^2 Technologies, Inc. He has more than six years of experience in the field of technology-based training development and instructional design. He has extensive training and experience through his schooling at the University of Maryland at Baltimore County (UMBC) and internships at various corporations around the Baltimore metropolitan area. Mr. Morankar has experience developing training using a variety of media, including instructor-led, computer based, self-study, web-based (SCORM and 508 compliant) for various Federal agencies and private corporations such as DHS, CPMS, USDA, EPA, Census, CDC, NSF, NARA, Navy, HUD, USPTO, NAACP, PERC, Aerotek, Verizon, Novations, and Gallagher Services.