

# HOW CONTINUOUS FEEDBACK BENEFITS TELECOMMUNICATORS AND ECCS

Emergency communications centers (ECCs) are under immense pressure. Staffing shortages, evolving technology, mandatory overtime, and the emotional demands of the job continue to challenge departments around the country. A strong quality assurance (QA) program built on continuous feedback helps teams improve performance, boost morale, and deliver the high standards their communities rely on.

## QUALITY MATTERS. PEOPLE MATTER.

Together, they build stronger ECCs.

### TRADITIONAL EVALUATIONS FALL SHORT

#### INFREQUENT & OUTDATED

Annual reviews don't provide timely insights or coaching when employees need it most.

#### LACK OF CONNECTION

Limited feedback leaves telecommunicators unsure of where they stand or how to improve.

#### REGENCY BIAS

Recent mistakes can overshadow a year of strong performance and hurt morale.

#### MISSSED OPPORTUNITIES

Issues go unaddressed until they become bigger problems.

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I would spend a lot of time filling my self-evaluation, but when I went into my review it was just generic information, There was no formal conversation around areas of improvement and that really affects morale over time.

— **LESLYE HARRELL**, PRODUCT MANAGER AT VECTOR SOLUTIONS AND FORMER OPERATIONS MANAGER AT HENDRICK'S COUNTY COMMUNICATIONS

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### QUALITY ASSURANCE IS NOT A “*GOTCHA*” SYSTEM

#### FOCUS ON IMPROVEMENT

QA should help employees succeed, build confidence, and strengthen consistency.

#### INTEGRATE FEEDBACK REGULARLY

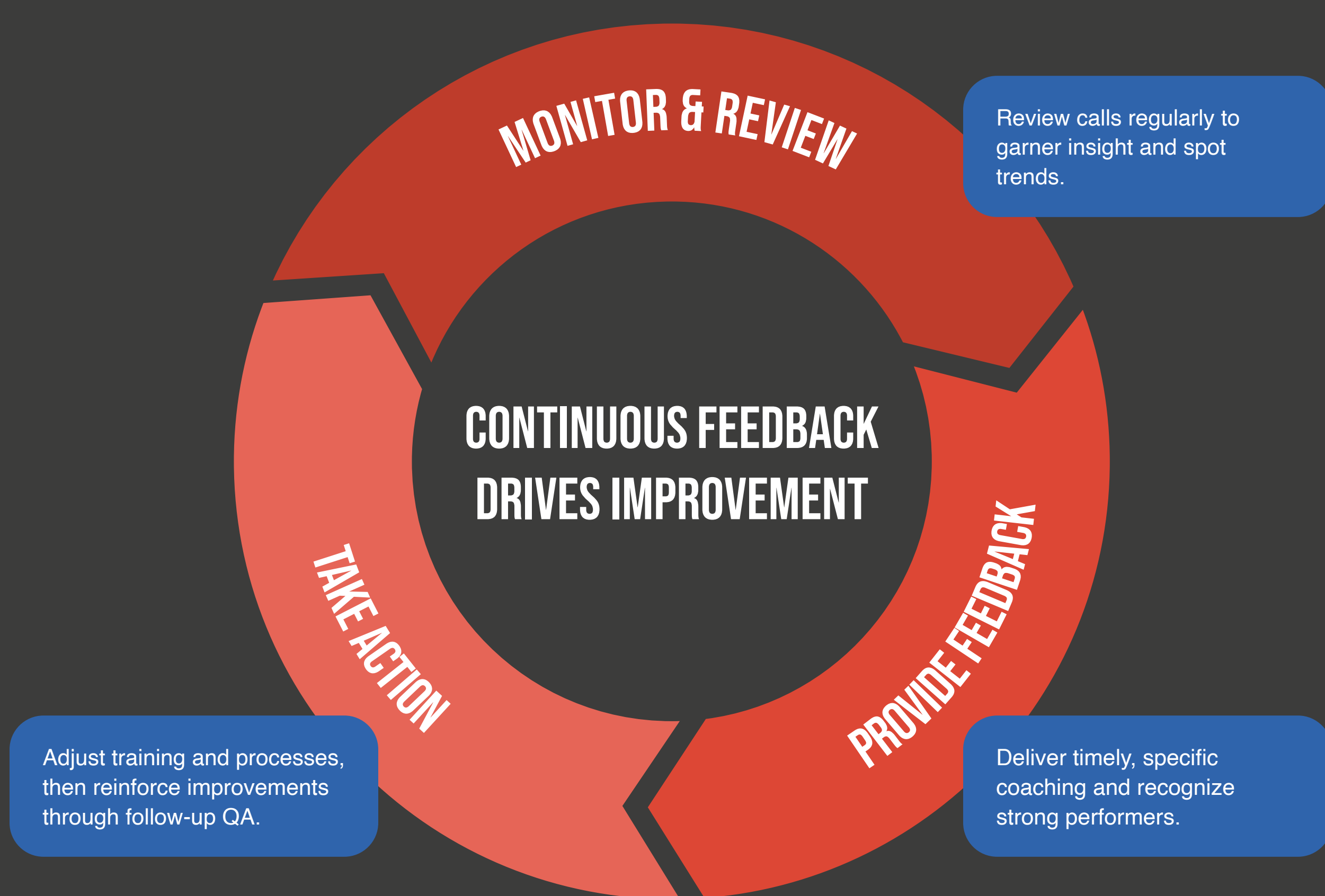
Use tools like Daily Observation Reports (DORs) during training and continue QA reviews after onboarding.

#### IDENTIFY TRENDS, NOT JUST MISTAKES

Look for patterns to solve root causes and improve training, processes, and communication.

#### BUILD TRUST

When employees know QA isn't punitive, they're more engaged and open to growth.



### BUILD MORALE WITH QA

#### RECOGNIZE THE GOOD

Frequently highlight exemplary performance to boost morale and reinforce expectations.



#### EMPHASIZE OPEN COMMUNICATION

Normalize conversations around performance and growth to help telecommunicators feel supported and valued.



#### EMPOWER EMPLOYEES

Encourage employees to self-assess and take an active role in their career growth.



## STRONGER TEAMS & BETTER OUTCOMES

### THE BOTTOM LINE?

**CONTINUOUS FEEDBACK ISN'T JUST A PROCESS,  
IT'S A CULTURE OF GROWTH.**

#### *Want to learn more?*

Hear from Executive Director Jason E. Kern of LakeComm 9-1-1 as we discuss balancing tech with humanity, building a culture of accountability through quality assurance, and more.

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