





## **Why Are We Here?**

- Traffic crashes can happen to anyone at any time
- Education can prevent injuries and deaths
- We can make a difference before a crash occurs
- Nationally certified CPS technicians can make a difference

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- In most cases, child passenger injuries and deaths can be prevented.
- Seat belts, air bags, and CR systems help save lives and prevent injuries; they need to be used every time and used properly.
- CPS stands for child passenger safety.

## **Course Expectations**

- Stay for the entire course
- Use your workbook and participate in class discussions and hands-on activities
- Pass all assessment/skills evaluations
- Attend checkup event
- Ask questions

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- Students should dress comfortably.
- Activities will take place in the classroom and outside in vehicles regardless of the weather.
- Hands-on evaluation and assessment activities are required.
- Active participation in an end-of-class checkup event is required
- The instructor team will assist students as needed and follow the schedule. In exchange, students should arrive to class on time.











## **Communication Sets the Stage for Learning**

Be aware of your attitude:

- Encourage learning while teaching and demonstrating
- Be aware of your body language/facial expressions
- Explain, don't lecture
- Be patient and positive
- Be prepared to explain the information in another way

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CLASSROOM NOTES:

- Communication is important to learning. Caregivers will pick up on the tone of your voice and your body language. If you are negative toward the parent/caregiver, they may not listen to your message.
- Caregivers are trying to keep their children as safe as possible—that is why they have come to you for help.
- This is your opportunity to show the parent/caregiver that CPSTs are helpful and understanding.
- The first video that follows will show what makes a good technician and how to thoughtfully approach an inspection.

## **What Do You See?**

What a CPS Tech Does



Play Video

Courtesy Lawrence Memorial Hospital

Communication Sets the Stage for Learning  
Scenario 1



Play Video

Courtesy St. John's Hospital

Scenario 2



Play Video

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## CLASSROOM NOTES:

- In the other two videos you will also see examples of good and bad communication skills. After viewing each of these videos, the class will discuss the communication skills used by the technicians in each scenario.

Please write your notes below:

- Scenario 1: \_\_\_\_\_
- Scenario 2: \_\_\_\_\_
- How well do I communicate? Do I really listen to others?  
\_\_\_\_\_
- What is my strategy for effective communication?  
\_\_\_\_\_

### **Best Practices and Tough Choices**

#### • Best Practices

- Find best way to transport a child safely
- Explain best practice options to caregiver

#### • Tough Choices

- You may not have a clear answer
- You can give options to the caregiver

#### • Tough choices are always made by the caregiver

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- **Best practice** is the gold standard of protection. It is the most acceptable way to transport a child safely on the basis of the child's age, weight, height, and body development.
- Often, parents/caregivers do not choose the best practice because they do not understand the reason for it.
- As a technician, it is your job to understand the reason and explain it in simple, clear terms to the parent/caregiver.
- **Tough choices** are issues that may not have a clear answer regarding the safest way to transport a child. Parents/caregivers will then need to decide among the options.
- In many cases, there will be best practices related to the tough choices. A technician must provide



