

(Your Station Here) Training Program (teachers guide)

We establish set times during the week in which there would be on-going classes. If anyone shows up, the classes go forward. However, if no one shows we'd move on to other tasks and make note of the fact that no one signed up or showed up. In an effort to show the FCC that a good faith effort is being made we should also stop in during their air time and pin them down for an agreed upon time to start their training process. If possible begin right then. No one should be allowed to miss training. We will find away to accommodate everyone's schedule, but if they can come here to do their show, then they can come here for training; it is a requirement for being on the air so it must be done. We should have a list or certificate showing who has completed the training and make sure that over the next year we have every on-air programmers name on that list.

Once we've had a couple of really good graduates thru the course (that includes the paid staff) we can spread the knowledge. **But it is essential that the surrogate trainers stick to the exact same messaging!**

The staff must stress that it is **their** responsibility to be trained and a requirement of the FCC to ensure they are trained and **our** responsibility to remove them from the air if they are not.

We will do our part by setting up regular times for trainees to come learn and leave it up to them to make it. If they don't ever come and don't respond to our in person visits then we MUST follow up and remove them from the air! This of course needs to be also spelled out in the new handbook and it should be clear that **training is not subject to the grievance process.**

Finally, whatever we adopt in the way of a training program (if not this one) it absolutely has to be consistent. Each trainer needs to go over the same things, in the same way. We all need to use the same terms and explanations for how things work and we need to be extremely clear on the consequences of not being training correctly.

The Magic Of Radio.

(Ops person/Trainer presents an introduction to the training.)

Here I emphasize being part of a team; how if we all row together the station prospers and their programs look better. I stress how if you can't promote other (Your Station Here) programming and events, talk about the station intelligently to the public and understand what we are trying to do here in terms of commitment to the community then you shouldn't do this.

I also go over steps needed to prevent technical problems ever affecting the air signal. I'd talk about how preparation is the only path to a consistently successful program. I explain the negatives about talking about your technical problems on the air and how that destroys the listener's experience. I point out how important the illusion of a professional operation is in fundraising.

The Fed's Rules Of The Road.

(Rich goes over FCC rules and expectations.)

How to turn on Transmitter (w/ handout), Official call-sign. (w/ handout),

How to run an EAS (w/ handout) Logs, Public File Instructions. (w/ handout.)

Again, I stress the importance of avoiding a fine and how they are responsible when they are on the air and how we are required to tightly supervise them.

Emergency Procedures.

(We go over Emergency plan and handbook.)

Once again, I stress the team aspect and try to get them to understand that they owe it to the community to be competent on the air especially during emergencies.

Meet our virtual DJ

(Ops person/ Trainer goes over automation system.)

Including: What's what, How to play a promo/the array, How to play something from the play-back deck or play-list (They need to take notes here.), How to load a play-list, How to play from edit mode. (w/ handouts) I will let them know that it is every single operators duty and responsibility to understand DAD and know how to monitor it and how to do basic trouble-shooting of it.

Promotion, Promotion, Promotion!

(Program Director goes over how & why we promo.)

Something from the UW guy or the GM about how promotion leads to income would be good here.

The Command Center.

(Ops Person/Trainer goes over the nuts & bolts of the air booth.)

Including: How to work the phones. (w/ handout), How the PC works. (They need to take notes here.), How to burn a CD (w/ handouts), How to operate the CD players, How the logs work. (They need to take notes here.) Once again, I emphasize that they are responsible for understanding what each piece of equipment does in the booth and how to use them.

House Rules And How To Produce A Quality Show.

(Program Director goes over station internal rules and discussion about what makes good programming)

{ This would be the best time to handout the stations handbook. }

Some of the subjects to include; Streaming policy and Spintron reporting, guest policy, cleanliness, health & safety, program lengths and handoffs, using a program clock, presentation, introductions, segues, music choice, building security, music theft etc.

Underwriting: Keeping us on the air!

(Development Department discusses the rules, procedure and importance of underwriting.)

It should be explained that they are taking part in a legal contract with our underwriters and that it is just as important as any other FCC rule. It should also be explained that their signature on the logs is essential in that contract.

Follow Up

After a few weeks or so (depending on how often their show is on) I think everyone should go thru the class again. This time we'd move much faster but we'd again cover everything we've talked about. Several days after that we should give each volunteer a test to see what they've retained. Finally, we have one more over all review done by someone already trained that is not me. Ideally it would be a person who went thru the process and did well on the testing.