Going Above and Beyond for our First Responders:

A Case Study in Experience-Based Upskilling Training from Our Work with NFPA

CHALLENGE

Develop the right upskilling training to help first responders acquire the skills they need to protect life and property in a safe environment, while still providing the real-world experiences they need to learn how to stay safe.

The award-winning team at AllenComm developed the training with the aim to:



Scale to meet the demand of training thousands of first responders.

Innovate to create an immersive digital learning environment to safely train them with real-world skills.

Impact to successfully use digital training to provide the real-world skills that would make a positive difference in the communities served.

To design and develop the training, we made use of our proprietary Proven Design Process that included the following steps:

DISCOVER

- Rapid Analysis
- Impact Brief
- Proposed Solution

DEFINE

- Performance Mapping
- Communication & Measurement Plan
- Content Readiness

IDEATE

- Brainstorms
- Workshops
- Design Brief

VISUALIZE

- Rapid Prototypes
- User Testing & Iteration
- Course Outlines

BUILD

- Alpha Version
- Beta Version
- Iteration

ROLLOUT

- PIlot & Refinement
- Measure Results
- Continuous Improvement
- *Optional Apply for Awards*

The team would not only successfully fulfill their request but take it to the next level by using 360 footage and other immersive learning techniques.

"Responders have the continual challenge of working with evolving structural fires, including smaller lot sizes, more flammable, faster burning materials, open floor plans, newer technologies, and evolving fuel loads. AllenComm did a great job developing a nonlinear, interactive responder safety program geared to help educate firefighters in the science and methodology of NFPA's 1700 Guide to Structural Firefighting. This course will be a valuable resource to our emergency responder community nationwide."

Andrew Klock
Emerging Issues Lead Manager, NFPA



RESULTS

92% participants agreed that the course objectives were met

92% participants agreed that the course gave them opportunities to apply skills and knowledge

87% participants agreed that the content was organized and presented in a logical way

AWARDS WON

Brandon Hall Group HCM Excellence Award – Talent Acquisition – Gold 2022

Horizon Interactive Awards – Gold Winner

2022 Summit Silver

18th Annual Small Firms. Big Ideas. Davey Awards – Silver Winner

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