

## **STANDARD OPERATING GUIDELINE - 2.2.1**

### **TOPIC - COMMUNICATIONS - ORDER MODEL**

#### **PURPOSE:**

To insure effective understanding between persons communicating via radio equipment.

#### **GENERAL:**

Since the most effective method for complete, two-way, communication is face-to-face. And since effective communication is the key to successful emergency operations. Then we need a standard method to achieve, as near as possible, the same level of two-way communication while using a radio.

#### **GUIDELINE:**

##### **PRIOR TO TRANSMITTING MESSAGE:**

1. Identify necessary task, request, or message, and who is to receive the order or message.
2. Formulate message content prior to transmitting order, or message.

**NOTE:** The content of an order should contain **what** needs to be done and **where** to do it, **not how**.

##### **TRANSMITTING MESSAGE:**

1. Contact the desired unit, division or individual to determine if they are ready to receive the message.

**NOTE:** Do not transmit message until you have received an acknowledgment that your receiver is listening.

2. Transmit message.
3. The receiver of the message must give a brief restatement of the message to indicate the desired level of understanding. The term copy is usually insufficient to indicate that there is an understanding.
4. The sender needs to listen to be sure that the receiver understood the message correctly, and be prepared to redirect the receiver if necessary.
5. If the receiving individual did not understand the message, for whatever reason, they must request a repeat or clarification from the sending individual.

**NOTE:** The sender may simply need to repeat the original message or they may need to completely revise the message, remember that the intent here is to gain an understanding.

6. Once mutual understanding has been reached then effort can be applied toward the task.