

## Decision Support/Communications and Leadership Academy

The CIWRO Team at the National Weather Service Training Center (NWSTC) in Kansas City, Missouri. We work with both the Decision Support and Communications Training Division as well as the Leadership Academy. We research, design, develop, and deliver training for residence courses here at the Training Center and distance learning modules available to all NWS employees remotely. Our current residence course projects include the Impact-based Decision Support Services (IDSS) Boot Camp, NWS 101 New Hire Orientation Course, Cooperative Network Observers Course, and the Effective Hurricane Messaging (EHM) Course, held at the National Hurricane Center in Miami, Florida. We collaborate with our internal NWS partners and external core partners, such as Emergency Management and broadcast media, to create and deliver effective training based on personal experiences and industry best practices. Our team works directly with NWSTC staff, subject matter experts, and the rest of the field to ensure that coursework being taught in the classroom is based off of real-world field experience and is applicable to all students regardless of their role as part of one National Weather Service.

Working alongside our NWS partners at the Training Center, we completed a milestone project with the release of the IDSS Professional Development Series (PDS) in late 2017. This combination of distance learning modules and task-oriented exercises develops the knowledge and skills operational employees need to deliver IDSS to our core partners. The team continues research and development for IDSS and other training needs based on feedback and the field's requirements as the needs of the workforce evolve.

### **Team Members**

Dr. Jane Niemeyer

## Pictures:

Top Left: CIMMS Associate Brent Pesel facilitating class discussion during the NWS 101 New Hire Orientation Course. Top Right: CIMMS Associate Denise Balukas preparing course materials for the IDSS Boot Camp Course. Bottom: Hurricane Specialists explain the process of hurricane track forecasts to students at the Effective Hurricane Messaging Course.



The IDSS Boot Camp is a “Flipped Classroom” course, where the students participate in a week of exercises, drills, and simulations designed to reinforce their decision support skills during deployment. Guest facilitators and core partners participate in the drills and simulations, adding their expertise and enhancing the realism of the exercises.

