# The Art of Remote Dragon Assessments, Training, and Customization

Copyright © Alan Cantor. All rights reserved.

## About me

* My name is Alan Cantor
* I am an employment accommodation professional
* I do a lot of work in the area of speech recognition
* This talk has been occasioned by my transition from nearly 100% hands-on accommodation work to doing virtually everything remotely

## Goal

Effective remote Dragon assessments, training and customization

## Topics

* Challenges to remote Dragon assessments, training, and customization
* Work-arounds to these challenges
* The unexpected advantages of working remotely

## Challenges

* Everything happens more slower
* As an assessor and training, I have access to less context about the individual and their work sitatuion
* In some work environments, I do not have permission to remotely control the person’s computer

## Work-arounds

* Embrace the constraints. They aren’t going away, so leverage the limitations.
* Emphasize basics. Do less, but do it better.
* Get creative. For example, ask the employee to use a cell phone camera to take photos or videos of their work area.

## Advantages

* It’s easier to arrange for frequent, regular training sessions
* Training and customization is laser-sharp: I choose how I can get the most bang for my buck,
* It’s quicker to provide feedback and guidance by, for example, preparing a cheat sheet immediately after a training session.

## Example

* An IT professional has shoulder and typing injuries. He’s interested in learning to drive his computer by voice.

## Constraints

* I cannot remotely control his computer
* Some applications he uses are not compatible with Dragon
* The home environment is noisy, although I couldn’t detect this during the remote assessment.

## Work-arounds

* During the assessment, I asked the employee to report all sounds he could hear. He mentioned fan noises. I asked him to relocate the fan.
* We focused the training on Outlook, which is an application he uses a lot.
* Because he was technically inclined, I showed him around Dragon’s "back-end," which I would not have ordinarily done.

## Result

* He was comfortable with Dragon after only three training sessions done in less than two weeks.
* He learned the skills quickly
* He avoided learning bad dictation habits

## Let’s talk

Alan Cantor

647-542-5098

alan@cantoraccess.com