



THE COMMUNICATIONS TRAINING PROFESSIONAL

*The **ONLY** Communications train-the-trainer course that covers **CTO AND CLASSROOM** training*

This dynamic and comprehensive six-week online course provides you with the tools and information you need to **maximize your skills** as a public safety communications **training professional**. Through completion of this course you'll learn how to design and conduct CTO and Classroom training that ensures trainees truly learn the skills and knowledge needed to survive and succeed in this rapidly changing and critically important profession.

PREREQUISITES:

This course is designed for CTOs, classroom trainers, training coordinators, supervisors, and managers.

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Design and conduct successful standardized CTO and Classroom training programs.
- Understand and apply the qualities of an effective CTO and Classroom trainer.
- Understand and apply the techniques for successful oral communications.
- Understand and apply successful coaching and counseling techniques.
- Evaluate and document trainee performance fairly and accurately.
- Recognize and solve common training problems.
- Understand how personality characteristics and learning styles impact training.
- Understand how to avoid training liability issues.

WHAT YOU'LL RECEIVE:

- **Sample Standard Evaluation Guidelines (SEG), Daily Observation Report (DOR), Training Action Plan, and Classroom Evaluation Form.**
- The ability to interact with your peers – discover common problems – find out what's working for them – share information and materials – build a support network of friends in like positions.
- One-on-one mentoring - feedback and assistance from your instructor as you build your training/coaching skills.
- Certificate of Completion awarding **5 CEUs** upon successful completion of the course.

COURSE OUTLINE:

Week 1: The Big Picture

- The Importance of Standardized Training
- Qualities of an Excellent Trainer
- Roles and Responsibilities of a Communications Training Professional
- Adult Learning Principles and Adult Learning Styles
- Looking Within – Understanding Your Learning Style and your Personality Type and Motivators

Week 2: Getting your Message Out

- CTO: Skills for Effective One-on-One Communications
- Classroom Training: Skills for Communicating in Front of a Group
- Are You Listening? – Active Listening Skills to Enhance Comprehension

Week 3: Designing Standardized Classroom and CTO Training Programs

- Identifying Training Needs
- Designing Your CTO and Classroom Training Programs
 - Levels of Learning
 - Instructional Methodologies and Phase Training
 - Writing Lesson Plans
 - Writing Training Quizzes and Exams

Week 4: Conducting Standardized CTO and Classroom Training

- Conducting Classroom Training
- Conducting CTO Training
 - The Four-Step Method for CTO Training
- Coaching and Counseling Others
- Encouraging the Heart – Motivating Peak Performance

Week 5: Evaluating Performance

- Performance Documentation Forms
 - Standard Evaluation Guidelines (SEG)
 - Daily Observation Report (DOR)
 - Training Action Plan
 - Classroom Training Evaluation Form
- General Guidelines for Fairly and Accurately Evaluating Trainee Performance

Week 6: Avoiding Legal Pitfalls and Tackling the Tough Issues

- Avoiding Legal Pitfalls – Understanding Training Liability Issues
- Tackling the Tough Issues – Common Problems CTOs Encounter
- Remediate or Terminate – When is it Time to Throw in the Towel?
- Course Wrap-Up and Final Exam

TUITION:

\$359.00 – includes course textbook and supplementary resources

2009 COURSE SCHEDULE: (As of June 2009)

The course is taught over 6 weeks via PEI-911 Online.

Month	Course Start Date	Course End Date
June 2009	Monday, June 29	Sunday, August 9
August 2009	Monday, August 31	Sunday, October 11
November 2009	Monday, November 2	Sunday, December 13

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