



## COMMUNICATIONS TRAINING OFFICER, 3rd Edition

This dynamic and very comprehensive six-week 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 aspiring CTOs, classroom trainers, training coordinators, and supervisors.

### 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:

- **Comprehensive 104-page course textbook, Sample Standard Evaluation Guidelines (SEG), Daily Observation Report (DOR), Training Action Plan, Classroom Evaluation Form, CTO Trainer Critique Form and Classroom Trainer Critique 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 **30 training hours** upon successful completion of the course.

### COURSE OUTLINE:

#### Week 1: The Big Picture

- Objectives of a Standardized Training Program
- 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 Trainer: Skills for Effective One-on-One Communications
- Classroom Trainer: Skills for Speaking in Front of Groups
- Skills for Communicating Praise and Correction
- Are You Listening? – Active Listening Skills to Enhance Comprehension

## **Week 3: Designing Standardized CTO and Classroom Training Programs**

- Basic Elements to Remember
- Levels of Learning
- Instructional Methodologies
- Identifying Training Needs and Writing Lesson Plans
- Phase Training Approach to CTO Training

## **Week 4: Conducting Standardized CTO and Classroom Training**

- Rates of Learning
- Conducting CTO Training
- Coaching and Counseling Others
- Conducting Classroom Training
- Encouraging the Heart – Motivating Peak Performance
- Trainer Motivation

## **Week 5: Evaluating Performance**

- Standard Evaluation Guidelines (SEG)
- Performance Evaluation Forms (Daily Observation Form (DOR), Training Action Plan, Classroom Training Evaluation Form)
- General Guidelines for Evaluating Trainee Performance

## **Week 6: Avoiding Legal Pitfalls and Tackling the Tough Issues**

- Avoiding Legal Pitfalls – Civil Claims of Negligence
- Tackling the Tough Issues – Common Problems CTOs Encounter
- Course Wrap-Up and Final Exam

**TUITION: THIS COURSE IS TAUGHT OVER 6 WEEKS VIA PEI-911 ONLINE.**

**\$409.00** – includes all course materials

**Register 4 or more students and receive a 10% discount!!**

### **2022 COURSE DATES**

January 3, 2022 – February 13, 2022

February 7, 2022 – March 20, 2022

March 7, 2022 – April 17, 2022

April 11, 2022 – May 22, 2022

May 9, 2022 – June 19, 2022

June 20, 2022 – July 31, 2022

July 11, 2022 – August 21, 2022

August 15, 2022 – September 25, 2022

September 12, 2022 – October 23, 2022

October 17, 2022 – November 27, 2022

November 7, 2022 – December 18, 2022