



## COMMUNICATIONS TRAINING OFFICER, 2<sup>nd</sup> Edition

This dynamic and 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 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 **30 training hours** 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 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

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

## Week 4: Conducting Standardized CTO and Classroom Training

- Guidelines for Conducting CTO Training
- Guidelines for Conducting Classroom Training
- Coaching and Counseling Others
- Encouraging the Heart – Motivating Peak Performance
- Trainer Motivation

## Week 5: Evaluating Performance

- Performance Documentation Forms (SEG, DOR and others)
- General Guidelines for Fairly and Accurately Evaluating Trainee Performance
- Completing DORs and Training Documentation Retention

## 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
- Course Wrap-Up and Final Exam

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

**\$399.00** – includes all course materials

[Register  
Online](#)

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

## 2020 COURSE DATES

January 6, 2020 – February 16, 2020

February 17, 2020 – March 29, 2020

March 30, 2020 – May 10, 2020

May 11, 2020 – June 21, 2020

June 22, 2020 – August 2, 2020

August 3, 2020 – September 13, 2020

September 14, 2020 – November 1, 2020

November 2, 2020 – December 13, 2020