



COMMUNICATIONS TRAINING OFFICER, 4th 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 current and 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 learning styles impact training.
- Understand how to avoid training liability issues.

WHAT YOU'LL RECEIVE:

- **Comprehensive 102-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

Week 2: Getting your Message Out

- Active Listening Skills to Enhance Comprehension
- Skills for Communicating One-On-One
- Skills for Communicating Praise and Correction
- Skills for Communicating to a Group

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
- Structuring Your CTO Training Program

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
- Remediate or Terminate?
- Course Wrap-Up and Final Exam

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

\$435.00 – includes all course materials. **Register 4 or more students and receive a 10% discount!**

Register Online at www.pei-911.com

2023 COURSE DATES

January 2, 2023 – February 12, 2023

February 6, 2023 – March 19, 2023

March 6, 2023 – April 16, 2023

April 10, 2023 – May 21, 2023

May 8, 2023 – June 18, 2023

June 19, 2023 – July 30, 2023

July 10, 2023 – August 20, 2023

August 14, 2023 – September 24, 2023

September 11, 2023 – October 22, 2023

October 16, 2023 – November 26, 2023

November 6, 2023 – December 17, 2023