



**FIRST CONTACT 9-1-1, LLC AND
UNIVERSITY OF CENTRAL ARKANSAS POLICE**

PRESENT:

COMMUNICATIONS TRAINING OFFICER

Conway, Arkansas

July 25-26, 2018 (Two-Day Class)

UCAPD Outreach Building
201 Donaghey Avenue
Conway, Arkansas 72035
(0830-1630 both days)
(\$279 per student)

REGISTRATION AND ADDITIONAL
INFORMATION IS AVAILABLE AT
WWW.FIRSTCONTACT911.COM
OR BY CALLING CUSTOMER
CARE AT (866) 613-8911

Your Instructor: Dave Larton

Agency Point of Contact: Andrew Norvell (501) 450.3111

- Goals of CTO training
- Role of the CTO within an Agency
- The CTO as a Role Model
- Adult Learning Principles
- Understanding the Adult Learner
- Evaluating Skills and Performance
- Writing an Effective Lesson Plan

- Use of Trainee Feedback
- Keeping 'The Boss' in the Training Cycle
- Standardized Evaluation Guidelines (SEGs)
- The use of Daily Observation Reports (DORs)
 - Coaching/Mentoring Techniques
 - Vicarious Liability
- Using Remedial Training Effectively

\$279 per student

To register, or for more information, visit the
First Contact 9-1-1 Home Page at www.firstcontact911.com
or call the FC911 Customer Care Line at (866) 613-1911

First Contact 9-1-1, LLC
PO Box 1815 Morgan Hill, CA 95038



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