



## **First Contact 9-1-1, LLC**

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### **Communications Training Officer**

Being a Communications Training Officer (CTO) is one of the hardest occupations ever devised. There's plenty of overtime, little reward, and the chances of graduating a new trainee rely on factors that are often not in your direct control.

How can you be the best Trainer possible? How does your documentation rate? Good, fair, or...? What's the difference between 'Acceptable' performance and behavior that 'Needs Improvement'? Our class will give your team members plenty of time to practice their skills in a learning environment. We'll have role-playing exercises, simulations and group discussion to cover the critical areas that CTO's NEED to know!

#### ***Topics covered will include:***

- 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
- Use of Trainee feedback
- Keeping 'The Boss' in the Training Cycle
- Standardized Evaluation Guidelines (SEGs)
- The proper use of Daily Observation Reports (DORs)
- Coaching / Mentoring techniques
- Remedial Training and Performance Improvement Plans
- Avoiding Trainer Vicarious Liability

Our FC911 CTO Instructors can help you sort out training issues with a systematic approach to dispatcher training. Whether it's a large or small department, police, fire or consolidated Center, our proven training formulas can help your agency recruit, train and retain better dispatchers!

One, two and three day classes, as well as CTO Refresher classes are available.

Contact our FC911 Customer Care Line at (866) 613-1911 for more information.