Communications Training Officer (CTO) Course

Syllabus & Outline
Course Goal:

For students to understand basic principles of the CTO program including; concepts of being a CTO, how to properly evaluate and document performance behaviors, properly train on a one-on-one basis, counsel and provide feedback, lead and motivate trainees as well as the legal, liability and ethical issues of being a CTO.

Course Objectives:

Upon completion of the CTO course students will be able to; identify significant aspects of a CTO program, identify the five roles of a Communications Training Officer, understand the legal, liability and ethical issues associated with being a CTO, identify key aspects of the training and adult learning process, understand key components of the leadership process for a CTO, identify primary differences between new and lateral trainees, identify methods of motivating trainees, understand aspects in counseling a trainee, identify key aspects in delivering feedback to trainees, identify key characteristics of the scale value rating system, demonstrate appropriate scale value ratings when writing DOR’s, understand the importance of Standardized Evaluation Guidelines (SEG’s) in assigning scale value ratings, demonstrate basic writing skills in describing performance behaviors on a DOR, write a minimum of six Daily Observation Reports (DOR’s,) and identify and demonstrate the importance of Standard Evaluation Guides (SEG’s) when writing DOR’s.

Course Duration: Twenty-four (24) Hours / Three (3) Days

Target Audience: Public Safety Communications Personnel

Instructional Methods: The course will be taught using methods of lecture, demonstration, classroom participation, discussion, practical exercises, and video scenarios augmented by PowerPoint, White Board, Flipchart, and examples.

Evaluation Strategy: Writing skills assignments, minimal acceptable documentation skills of scenario based trainee performance behaviors on DOR’s, and a written test.
COURSE OUTLINE:

The History and Importance of Field Evaluation Training Programs

Past History of Training
San Jose Model and FTEP History
Significant Aspects of the CTO Program
Key Elements for Success
Characteristics of a CTO
CTO Program and Phase Training Assignments
CTO / Trainee Relationship
Intervention- Where to Step In

CTO as Role Model

Maintaining Positive Attitudes
Professionalism
Being a Mentor
Displaying Excellence

CTO as Evaluator

Evaluator Role
Evaluation and DOR Process
The DOR and its Purposes
  Principles of Scale Value Rating (7 point San Jose Model)
  DOR Categories
Common Rating Errors
Standardized Evaluation Guidelines (SEG’s)
Documenting Performance Behaviors
  What and How to Document
  Writing the Narrative
  Descriptive Writing
CTO / Trainee Evaluation Session
Remedial Training
Training Performance Plans

CTO as Counselor

What is counseling
Indicators for Counseling
Types of Counseling
CTO as Trainer

Trainer Skills
Learning and Training
Adult Learning Process
Communication as a trainer
Domains of Learning
CTO & Trainee Considerations
  Types of trainees
  Things to look for in trainees
  Helpful tools for trainers

CTO as Leader

Leadership Process
Leadership Models
Trainee Behavior Styles
Motivations
Legal Liability Issues for CTO’s
Ethical Issues for CTO’s

Conclusion

Summary and Review of the CTO Role
**Class Schedule**

**Day One**
- 8:00 a.m.-9:00 a.m. Introductions and Course Overview
- 9:00 a.m.-10:00 a.m. History & Importance of FTEP’s
- 10:00 a.m.-10:30 a.m. CTO- Positive Role Model
- 10:30 a.m.-12:00 p.m. CTO- The Evaluator Role
- 1:00 p.m.-5:00 p.m. Evaluator Role Continued

**Day Two**
- 8:00 a.m.-9:00 a.m. DOR Exercise Review & Discussion
- 9:00 a.m.-10:00 a.m. CTO- Counseling Role
- 10:00 a.m.-12:00 p.m. CTO- Trainer Role
- 1:00 p.m.-5:00 p.m. Trainer Role Continued

**Day Three**
- 8:00 a.m.-9:30 a.m. DOR Exercise Reviews & Discussion
- 9:30 a.m.-12:00 p.m. CTO- Leadership Role
- 1:00 p.m.-4:00 p.m. Leadership Role continued- Legal, Liability, Ethical Issues
- 4:00 p.m.-5:00 p.m. Test & Close Out

**Note:** The DOR and other exercises are spaced out throughout the course of training.