

## About the course:

## Dispatcher Communication Training Officer (CTO)



*to prepare a probationary dispatcher. . .*

teaching & training methodology. Each student will receive a comprehensive CTO training manual that should serve as a documentation and evaluation tool to successfully promote the development of the probationary dispatcher.

This three (3) day course is designed to provide information to a Communication Training Officer (CTO) to prepare a probationary dispatcher with the necessary information to properly and professionally begin their career as a dispatcher communication specialist. The CTO is an integral part of assisting the probationary dispatcher in learning their new job and learning how to apply their skills in the ever changing and hectic communication dispatching environment. The training program will include information on the role of the CTO, the adult learning concepts, performance appraisals & documentation, civil liability issues, coaching and mentoring, team building & motivation, conflict resolution and

teaching & training methodology. Each student will receive a comprehensive CTO training manual that should serve as a documentation and evaluation tool to successfully promote the development of the probationary dispatcher.

## ABOUT THE TOPICS:

Topics to be discussed during the seminar will include:

- Role of the CTO
- Conflict Resolution
- Team Building and Motivation
- Performance Appraisals and Documentation
  - Coaching and Mentoring
  - Adult Learning Concepts
- Steps in the Training Process
- Teaching and Training Methodology
  - Civil Liability
- Review of CTO Training Manual (CD Rom included)

## About the instructors:



**WILLIAM D. HEALY** was a career law enforcement officer who was a member of the law enforcement community for the past 29 years. For the past 25 years Mr. Healy had been a member of the Ohio State Highway Patrol and was the Commander of the Highway Patrol's Traffic Drug Interdiction Team (TDIT) a program out of Columbus, Ohio. He also served for over five years as a manager/instructor at the Highway Patrol Academy. Mr. Healy has a Bachelor's Degree from Ohio University and a Master's Degree from Central Michigan University in General Administration. He currently serves as the Director of NCPI. Mr. Healy is a graduate of the Southern Police Institute's Administrative Officer's Course at the University of Louisville.

**Ms. LISA RICHMOND** is a former dispatcher with the Ohio State Highway patrol who has practical experience performing numerous dispatcher related duties for many years. Currently, Lisa is the LEADS auditor for the State of Ohio and travels around the state conducting LEADS audits and providing training in the use of the LEADS/NCIC communication systems. Lisa has instructed extensively at various locations throughout the State of Ohio on dispatcher duties and responsibilities.

**REGISTRATION INFORMATION**

Name \_\_\_\_\_  
Agency \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Phone \_\_\_\_\_  
FAX \_\_\_\_\_ e-mail \_\_\_\_\_

**Registration fee:  
\$300.00**

\_\_\_ Payment Enclosed  
\_\_\_ Bill Me (P. O. Number \_\_\_\_\_)

Visa     Master Card     Other

Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

**Training Site:**

Cleveland Metroparks Ranger Headqtrs  
(Across from Big Met Golf Course)  
4600 Valley Parkway  
Fairview Park, Oh



**4 WAYS TO REGISTER:**

**On Line:** [www.ncpi-ohio.com](http://www.ncpi-ohio.com)

**Mail:** Northcoast Polytechnic Institute  
Attn: William D. Healy, Director  
6688 Steinbeck Court  
North Ridgeville, Oh 44039  
Phone (440) 353-0796

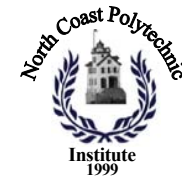
**e-mail:** [info@ncpi-ohio.com](mailto:info@ncpi-ohio.com)

**Fax:** (440) 353-0797

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|-------------------|----------------------------------------------------|
| School No. _____  | School: Dispatcher Communication                   |
| March 19-21, 2008 | Training Officer (CT)<br>Cleve Metropk Ranger Dept |

**WEB: [www.ncpi-ohio.com](http://www.ncpi-ohio.com)**

Northcoast Polytechnic Institute  
Attn: Mr. William D. Healy, Director  
6688 Steinbeck Court  
North Ridgeville, Ohio 44039  
Phone: 440-353-0796  
Fax: (440) 353-0797  
e-mail: [info@ncpi-ohio.com](mailto:info@ncpi-ohio.com)  
Web: [www.ncpi-ohio.com](http://www.ncpi-ohio.com)



**presents**

**Dispatcher  
Communication  
Training Officer  
(CTO) School**

Co-hosted  
by



**Cleveland  
Metroparks  
Ranger  
Department**

**Wed – Fri  
March 19-21,  
2008**

8:00 AM – 4:30 PM  
each day