

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 _____)

Signature _____

Training Site:

**Whitehall Police Department
365 S. Yearling Road
Whitehall, Ohio 43213**



4 WAYS TO REGISTER:

On Line: www.ncpi-ohio.com

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

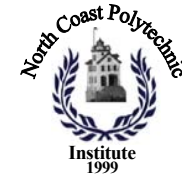
e-mail: info@ncpi-ohio.com

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School No. _____ School: Dispatcher Communica
tion Training Officer
(CTO)
Sep 30 - Oct 2, 2009 Whitehall PD

WEB: www.ncpi-ohio.com

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

Hosted
by



**Whitehall
Police
Department**

**Wed – Fri
September 30 -
October 2, 2009**

8:00 AM – 4:30 PM
each day