



## CTO Development: Tools for the Trainer

110 Min. - Telecourse DVD (New)  
May 2005\*

POST Course Control Number: **xxxx-30001-xx016**  
Telecourse Module Number: 05-05  
DVD Shipping Date: 05/16/05  
Reference Guide: Yes (online; see note at right)

\* This is a new Telecourse program produced and labeled in late 2003 but distributed for the first time in May 2005.

The Communications Training Officer (CTO) is in the key position to ensure that each prospective public safety dispatcher is capable of performing job-related duties with skill, efficiency, professionalism, and pride. For the CTO, the process involves not only imparting basic facts, protocols, policies and procedures, but also constantly serving as a role model for the profession. The CTO must demonstrate skill as a mentor and coach to build confidence in the trainee, while also exhibiting honesty and integrity to give fair and complete evaluations that guide the trainee's progress.

The program is divided into three distinct segments highlighting the CTO as 1) a role model, 2) a trainer and coach, and 3) an evaluator. The primary target audience for this program is CTOs who are new to the job, experienced CTOs looking for new ideas, and managers or supervisors within a communication center. (Produced in 2003)

The Telecourse DVD offers three viewing options:

1. Play Telecourse in its entirety (110 min.)

2. Select among four Telecourse segments:

- Introduction (7 min.)
- The CTO as Role Model (25 min.)
- The CTO as Trainer and Coach (30 min.)
- The CTO as Evaluator (47 min.)

3. Select among eight Interaction segments:

- Going Down in Flames (2 min.)
- Friendly Versus Being a Friend (4 min.)
- Role Model Key Points (2 min.)
- Trainer and Coach (4 min.)
- Trainer and Coach Key Points (1 min.)
- Evaluator (3 min.)
- Taking Corrective Action (5 min.)
- Evaluator Key Points (2 min.)

A companion Telecourse reference guide is available online at the POST website: [www.post.ca.gov/training/cptn/ref\\_guides.asp](http://www.post.ca.gov/training/cptn/ref_guides.asp)