Dispatcher Field Training Officer
By: Institute of Police Technology and Management

Seminar Description: If you are a new Communications Training Officer (CTO), this course will teach you the basic processes to apply when training new dispatchers. If you are a CTO Program Manager who has not attended CTO training, this course will equip you with the skills to handle CTO and Trainee situations within your agency. Communications center shift supervisors who attend this course will learn helpful information that will enable them to work effectively with the CTOs and Trainees on their shifts. We will identify and examine the many complex roles of the CTO. Legally defendable standardized evaluation procedures will be instructed through discussion and practical exercises. You will learn about two types of CTO program structures and the mandatory program documentation. Remedial training action plans will be developed to address employee performance deficiencies and trainee terminations will be addressed.

Topics include:
• Mandatory CTO program forms
• Types of CTO program structures
• Daily trainee evaluations
• Rating scale application
• Using the Standardized Evaluation Guidelines
• Writing narrative trainee evaluation reports
• Developing and implementing remedial training plans
• Working with the training checklist

Class Dates: January 17-18, 2012
Registration Deadline: December 20, 2011
Audience: Public safety agency dispatchers who conduct on-the-job field training of newly hired telecommunicators; communication center shift supervisors responsible for the daily supervision of the CTOs; FTO program managers and communication center managers who have not attended the basic “Dispatcher FTO Program” course or who have been away from FTO programs for more than five years.

Location: Louisiana State Police Training Academy
Building A Classroom 3
7901 Independence Blvd
Baton Rouge, La. 70806

Parking: Student parking is in the front of building A or building D
Training Hours: 8:00 AM to 5:00 PM
Dress Code: Long pants and appropriate shirt. Uniforms are not required.
On Site Lodging: On-site Lodging cost is $33 per night. For room reservations or more information, please contact Kimberly Payne at lsplooding@dps.la.gov.
Meals: There is an on-site cafeteria for breakfast and lunch or there are several options near the Training Academy
Confirmation: You will receive a confirmation package with additional information and directions to the training site.
Questions: If you have questions, or need more information, please e-mail ST Jon Tircuit at jon.tircuit@dps.la.gov or call 225-925-3710.
Contact Person: Candice Leek C1leek@aol.com 904.620.4786