



Communications Training Officer Workshop

**Register early!
Special pricing!**

Des Moines, Iowa September 9 - September 11, 2020

PSTC is very excited to add a complete Communications Training Officer Workshop to our list of offerings. The PSTC model is a refined version of the famous "San Jose Model" CTO program with added "best practices" and fantastic ideas from a number of successful programs nationwide.

Topics of the workshop will include:

- Setting Goals and Benchmarks for a Successful CTO Program
- Responsibilities of a CTO / Mentor
- The Vital Role of Documentation and how to "get to success"
- Using and Writing Standard Evaluation Guidelines
- Concepts of Liability for Your CTO / Mentor
- Setting Expectations for Your New Trainee
- Motivating the New Trainee
- Daily Observation Reports – Why You Need To Write Them!
- Administrative Support – Getting and Keeping It!
- Conducting Successful Counseling and Transition Meetings
- Problem Solving for the CTO / Mentor
- Role Playing, Scenarios, Task Lists, Testing and Success!

The workshop is 3 days in length and covers every aspect of a CTO program. It is also a great refresher for existing CTO's. Upon completion of the class, the student will be awarded PSTC certificated CTO status. The PSTC class is far superior over any program offered. If you have any questions about our program, please call Instructional Coordinator at 650-591-7911 x 102. This class is perfect for any emergency public safety communications trainer or trainer needing to be CTO certified. The workshop is an outstanding resource for Supervisors and Managers also so that they may learn the benefits of a standardized training program. For those that are used to APCO or other CTO programs, we offer our promise of excellence and guarantee your satisfaction! This workshop offers more information and resources than any 3-day CTO Workshop!

All students will be given on line access to all forms and resources that can be modified for your agency. These resources are worth the class tuition!

PSTC COVID Class Promise

PSTC commits to work with hosts to pre-clean all classrooms, allow for physical distancing, provide students with hand sanitizer and avoid any hand-to-hand transmissions through shared tools like pens or snack areas. Call us for details 800-348-8911

Class Details

Dates: Sept. 9 - Sept. 11, 2020

Tuition: \$439 - 3 day class!

\$409 for reservations

made before August 14, 2020!

Hours: 0830 - 1630

Hosted by:

Polk County Sheriff's Office
For reservations contact PSTC

at 800-348-8911 or register

online at www.pstc911.com

****The class location will be provided upon a reservation.****

911 CARES!

We invite you to visit our sister site at www.911cares.com to view and order great dispatch specific gifts and gear. For a color catalog, call 650-591-7911.