

## About the course:

## Dispatcher Communication Training Officer (CTO)



*to prepare a 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:

**Lisa Richmond: Ms. Lisa Richmond** is a former dispatcher with the Madison County SO and the Ohio State Highway Patrol who has practical experience performing numerous dispatcher related duties for many years. Lisa recently retired from the Ohio State Highway Patrol after a 30 year career. While with the Patrol, she served as a LEADS auditor for the State of Ohio and travelled 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. Currently, Lisa is back working as a Dispatcher in Madison County.

**William D. Healy – Mr. Healy** was a career law enforcement officer for over 29 years. For over 24 years, Mr. Healy had been a member of the Ohio State Highway Patrol prior to his retirement in 1999. During his OSHP career, he served as a Lieutenant assigned to the Ohio State Highway Patrol Training Academy and as the Commander of the Highway Patrol's Traffic Drug Interdiction Team. 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 Training for the North Coast Polytechnic Institute in North Ridgeville, Ohio.

**REGISTRATION INFORMATION**

Name \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_ Phone \_\_\_\_\_

FAX \_\_\_\_\_ e-mail \_\_\_\_\_

Registration fee:  
\$300.00

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

Training Site

**Cleveland Clinic Police Department  
Playhouse Training Room  
8501 Carnegie Avenue  
Cleveland, Ohio 44195**



**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

School No. \_\_\_\_\_ School: Dispatcher Communication  
Training Officer (CTO)  
August 21-23, 2019

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

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**presents**

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

Hosted  
by



**Cleveland  
Clinic Police  
Department**

**Wednesday-Friday**

**August 21-23,  
2019**

8:00 AM – 4:30 PM  
each day