

# CJ G080: COMMUNICATIONS TRAINING OFFICER

Item	Value
Curriculum Committee Approval Date	05/17/2022
Top Code	210500 - Administration of Justice
Units	2 Total Units
Hours	40 Total Hours (Lecture Hours 40)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Open Entry/Open Exit	No
Grading Policy	Pass/No Pass (B)

## Course Description

The course will provide the student with a fundamental understanding of the role and duties of the Communications Training Officer (CTO). The student will apply effective instructional strategies and understand methods for evaluating novice public safety dispatchers. The student will demonstrate coaching and mentoring skills through interactive experiences, such as role-playing, simulations, and written exercises. Concepts to be covered will include instructional techniques, student assessment and evaluation. PREREQUISITE: CJ G078 or CJ G079. ADVISORY: Recommended for students with a minimum of one year experience as a public safety dispatcher. Not Transferable.

## Course Level Student Learning Outcome(s)

1. Course Outcomes
2. Analyze the roles and responsibilities of a Communications Training Officer (CTO).
3. Demonstrate instructional strategies that promote efficient and effective learning.
4. Develop a remedial training program in accordance with the California Peace Officer's Standards and Training specifications.

## Course Objectives

- 1. Explain the role and duties of a Communications Training Officer (CTO).
- 2. Demonstrate effective instructional strategies for an adult learner.
- 3. Summarize the legal aspects and liabilities associated with training a novice public safety dispatcher.
- 4. Evaluate the performance of a novice public safety dispatcher.

## Lecture Content

Introduction Course overview Desirable qualities of a Communications Training Officer (CTO) Specific qualities of an effective CTO Roles and duties of the CTO Role model Mentor and advocate Instructor First-line supervisor Evaluator Learning Concepts Adult learning process Influences on adult learning Learning Styles Communication Skills Definition Types of communication Communicating with different personality types Communicating in a CTO environment Elements

of communication Teaching Techniques Trainer's expectations of the trainee Steps of instruction-IPAT Teaching methods and styles Repetition of instruction Best practices Common training problems Remedial training Special training issues Individual training plan Training resources Legal aspects and liability training Trainer's role and responsibility Training records Civil liability and negligence Liability issues Confidentiality of information Evaluation and documentation Goals Essential elements of a performance evaluation Common evaluation obstacles Documentation of observations Counseling and evaluation presentation Evaluation presentation Counseling techniques CTO exercises Evaluation and documentation exercises Evaluation language Documentation

## Method(s) of Instruction

- Lecture (02)
- DE Live Online Lecture (02S)
- DE Online Lecture (02X)

## Reading Assignments

Skills demonstration A classroom presentation of teaching techniques Mock evaluations

## Writing Assignments

Scenario-based counseling Completion of trainee's evaluation

## Out-of-class Assignments

Reflection papers Research papers

## Demonstration of Critical Thinking

Interactive video exercises relating to trainee/trainer activities. Student will view a POST developed video of scenarios relating to evaluations and demonstrations. Students will independently write an evaluation of what they viewed on the tape for later group discussions.

## Required Writing, Problem Solving, Skills Demonstration

Classroom presentation of teaching techniques. Mock evaluations of role players. Writing a remedial training program.

## Eligible Disciplines

Administration of justice (police science, corrections, law enforcement): Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience.

## Manuals Resources

1. California Peace Officer Standards and Training. The Public Safety Dispatchers' Basic Course, State of California, 07-01-2011

## Other Resources

1. Notebooks 2. Dividers 3. POST outline 4. Selected handouts