

CTO

COMMUNICATIONS TRAINING OFFICER COURSE

for Law Enforcement & Public Safety 9-1-1 Telecommunicators

AUGUST 17-19, 2026

SANTA FE, NM



Sponsored by
N.M. State Police Communications Bureau

Our training follows Nationally Recognized Standards for Training CTOs including the San Jose Model

This comprehensive 3-day course focuses on being a Forward-Thinking and Progressive CTO, Role Model, Mentor, and Evaluator for Properly Training, Rating, and Documenting Performance and Behaviors of New-Hire and Lateral Telecommunicators. Participants engage in discussion, Q&A, and practical application throughout the class.

INSTRUCTIONAL AREAS

INTRODUCTION TO CTO PROGRAMS

Program Dynamics, CTO Attributes, Trainee Relationship, Filling the Training GAP, and Phase Training Concepts.

EVALUATION & DOR PROCESS

Five Step Evaluation Process, CTO Intervention Strategies, Anatomy of a DOR, Scale Value Ratings, SEGs, Narrative Documentation Methods, and Concepts for Good Coaching, Counseling, and Feedback with Trainees.

PRINCIPLES OF ADULT LEARNING

Adult Learning Concepts for CTOs, Contributions for Learning, Accumulation of Knowledge, Repetition Theory, Sensory Learning and Training, and Effective CTO/Trainee Communication.

PROGRESSIVE TRAINING TACTICS & STRATEGIES FOR CTO'S

Differences between New-Hire and Lateral Telecommunicators, Seven Steps of Training, distinguishing between Corrective Training and Remedial Training, Strategies, Tools, and Training Considerations for CTOs.

LEADERSHIP & MOTIVATION

Concepts and Principles for CTO Leadership and Trainee Motivation.

LEGAL LIABILITY & ETHICAL IMPLICATIONS

Training and Civil Liabilities, Title VII Implications, Seven Areas of Negligent Liability, and Supportive Case Laws related to Training & Evaluation Programs.

COURSE INFORMATION

WHO SHOULD ATTEND:

Law Enforcement and Public Safety Telecommunicators and Supervisors who are or will be assigned to their Department's CTO Program for training new-hire and lateral Telecommunicators.

PRACTICAL APPLICATION:

Students will be tasked with completing DOR practical exercises, a daily training plan, and discussion of their results after each assignment.

Students must bring a laptop with a current version of Adobe Reader installed for using DOR exercise forms.

 **\$405**



N.M. State Police Communications Training Facility

2500 Cerrillos Rd., Santa Fe, NM 87505

Located 3.5 miles North of the NMLEA Complex



8:15am - 5:00pm Daily



Training Location, Laptop Equipment, and Area Hotels will be included with registration confirmations.



To Register go to technicontraining.com registration tab or contact us for additional information, thank you.



NMLEA Accredited Training Course

Other State's POST may also accept this course as advanced training hours.