

# APCO Institute Training Course

*Where Public Safety Turns to Learn*

## Communications Center Supervisor SETB Approved Course

Location: Orange County Emergency Services Center

Date: October 27-29, 2008

Time: 8:00 AM – 5:00 PM

Tuition: \$349

Course 25495 Communication Center Supervisor

APCO Members receive a \$20 discount

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The APCO Institute Communications Center Supervisor Course is designed for prospective, new or experienced communications supervisors who want to learn more and enhance their supervisory skills and knowledge. After a short introduction, the following topics are addressed:

- The Role of the Telecommunications Supervisor • Liability Issues for Supervisors • Policies, Procedures and Directives • Leadership • Employee Evaluations • Motivation and Counseling • Special Projects • Personnel Issues for Supervisors.

Class lecture is supplemented by many practical exercises that help the student to apply the lessons to their own agency policies and procedures. Students not only learn supervisory topics, but also learn how to work together in groups and cooperate to attain common goals.

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**Co-host:** Orange County Emergency Services Center

**Location:** 22 Wells Farm Road  
Goshen, NY 10924-6773

**Contact** Jennifer Robles  
(845) 291-4805

**Lodging:**

Comfort Inn & Suites  
20 Hatfield Lane  
Goshen, NY 10924-6711

(877) 424-6423  
(845) 291-1282



**APCO Institute, Inc.**  
351 N. Williamson Blvd.  
Daytona Beach, FL 32114-1112  
888-272-6911 or 386-322-2500  
FAX: 386-322-9766