

# APCO Institute Training Course

*Where Public Safety Turns to Learn*

## Communications Training Officer

**Location:** The Ohio State University Public Safety

**Date:** December 15-17, 2008

**Time:** 8:00 a.m. – 5:00 p.m.

**Tuition** \$259

**Course # 25787**

APCO Members receive a \$20 discount

Almost every agency uses some form of one-on-one training on the dispatch floor to familiarize the new telecommunicator with the job. If your agency is one of these agencies, you need APCO Institute's Communications Training Officer (CTO) Program in your communications center.

The Communications Training Officer Program will instruct your one-on-one trainers how to teach, evaluate and document performance on new-hire trainees in a way that is court defensible and EEOC consistent. The process of training the new employee and evaluating his or her proficiency can be done objectively, on the job, without fear of costly mistakes or extending the training time. Remedial training needs can be identified more quickly and strategies can be developed with more effective results.

Topics include:

- Overview of Communications Training
- CTO Program Overview
- CTO Roles & Responsibilities
- Counseling & Motivation
- Civil Liability in Training
- Adult Learning
- Interpersonal Communications
- Documentation & Record-Keeping

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### Co-host:

Ohio State University Police

### Class Location:

Blankenship Hall-Room 1019  
901 Woody Hayes Drive  
Columbus, OH 43210-4013

### Lodging:

Red Roof Inn OSU  
441 Ackerman Road  
Columbus, OH 43202  
(800) 843-7663  
(614) 267-9941

### Lodging:

Baymont Inn & Suites OSU  
3246 Olentangy River Road  
Columbus, OH 43202  
(877) 229-6668  
(614) 267-4646

### Contact:

Scott Beck  
(614) 292-2121

To register online please visit our Web site:

[http://www.apcointl.com/institute/schedule\\_registration.htm](http://www.apcointl.com/institute/schedule_registration.htm)

If you have any questions, please contact the Institute  
at 1-888-272-6911

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