

# APCO Institute Training Course

*Where Public Safety Turns to Learn*

## Communications Training Officer

**Location:** Randall County Sheriff's Office

**Date:** November 11-13, 2008

**Time:** 8:00 a.m. – 5:00 p.m.

**Tuition** \$259

**Course #** 25790

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:

Randall County Sheriff's Office

### Class Location:

9100 South Georgia  
Amarillo, TX 79118

### Lodging:

Comfort Suites  
6318 Ventura Drive  
Amarillo, TX 79110  
(806) 353-5100

### Lodging:

Drury Inn  
8540 W. Interstate 40  
Amarillo, TX 79121  
(806) 351-1111

### Contact:

Carrie Rockenfeller  
(806) 468-5833

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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