

# APCO Institute Training Course

*Where Public Safety Turns to Learn*

## Communications Training Officer

**Location:** Andover Police Department

**Date:** November 3-5, 2008

**Time:** 8:00 a.m. – 5:00 p.m.

**Tuition** \$259

**Course #** 25816

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:**

Andover Police Department

**Class Location:**

32 North Main Street  
Andover, MA 01810

**Lodging:**

La Quinta Inn  
131 River Road  
Andover, MA 01810  
(800) 642-4271  
(978) 685-6200

**Lodging:**

Comfort Suites  
4 Riverside Drive  
Andover, MA 01810  
800 4 CHOICE  
(978) 475-6000

**Contact:**

Christopher Ryan  
(978) 475-0411 Ext. 3064

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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