

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Training Officer

Location: Silver Spring, Maryland

Date: October 20-22, 2009

Time: 8:00 a.m. – 5:00 p.m.

Tuition \$259

Course # 26504

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

Co-host:

Maryland-National Capital
Park Police

Class Location:

Park Police Hdqs.
12751 Layhill Road
Silver Spring, MD 20906

Lodging:

Marriott Courtyard
12521 Prosperity Dr.
Silver Spring, MD 20904
800-641-2356
(301) 680-8500

Lodging:

Crowne Plaza Hotel
8777 Georgia Ave.
Silver Spring, MD 20910
888-444-0401
(301) 589-0800

Contact:

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To register online please visit our Web site:

http://www.apcointl.com/institute/schedule_registration.htm



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