

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Training Officer

Location: Columbus, Ohio – Ohio State University Police

Date: July 14-16, 2009

Time: 8:00 a.m. – 5:00 p.m.

Tuition \$259

Course # 26678

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:

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) 733
-7663
(614) 267-9941

Lodging:

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

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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