

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Training Officer

Location: Sebastian, Florida
Date: October 6 - 8, 2009
Time: 8:00 a.m. – 5:00 p.m.
Tuition \$259
Course # 26699

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:

Sebastian Police Dept.

Location:

Sebastian Police Dept.
1201 Main St.
Sebastian, FL 32958

Contact:

Gloria Brown
(772) 589-5233 ext. 8533

Lodging:

Best Western
1655 U.S. Highway 1
Sebastian, FL 32958
877-901-2378
(772) 388-9300

Lodging:

Inn at Captain Hiram's
1580 U.S. Highway 1
Sebastian, FL 32958
(772) 388-8588

To register online please visit our Web site:

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



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