

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Center Supervisor

Location: Las Vegas, NV * *APCO Intl. 75th Annual Conference & Expo* **
Date: August 14-16, 2009 *Pre-conference Course*
Time: 8:00 a.m. – 5:00 p.m.
Tuition \$349
Course # 27067
APCO Members receive a \$20 discount

The APCO Institute Communications Center Supervisor Course is designed for prospective, new or experienced communications supervisors who want to learn more and enhance their supervisory skills and knowledge. After a short introduction, the following topics are addressed:

- The Role of the Telecommunications Supervisor
- Liability Issues for Supervisors
- Policies, Procedures and Directives
- Leadership
- Employee Evaluations
- Motivation and Counseling
- Special Projects
- Personnel Issues for Supervisors.

Class lecture is supplemented by many practical exercises that help the student to apply the lessons to their own agency policies and procedures. Students not only learn supervisory topics, but also learn how to work together in groups and cooperate to attain common goals.

Co-host:
APCO Institute

Class Location:
Las Vegas Hilton Conference Ctr.
3000 Paradise Road
Conference Room 3
Las Vegas, NV 89109

Contact:
Vicki Menzel
888-272-6911 x 2485

Lodging:
Las Vegas Hilton
3000 Paradise Road
Las Vegas, NV 89109
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To register, please visit our Web site at:
http://www.apcointl.com/institute/schedule_registration.htm



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