

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Training Officer

Location: Santa Rosa, CA (Redwood Empire Dispatch Comms. Center)

Date: November 04 - 06, 2009

Time: 8:00 a.m. – 5:00 p.m.

Tuition \$259

Course # 27511

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:

Redwood Empire Dispatch
Communications Center

Class Location:

Sonoma Life Support
930 South A Street
Santa Rosa, CA 95404

Lodging:

Fountaingrove Inn
101 Fountain Grove Pkwy.
Santa Rosa, CA 95403
800-222-6101
(707) 578-6106

Lodging:

The Flamingo
2777 Fourth Street
Santa Rosa, CA 95405
800-848-8300
(707) 545-8530

Contact:

Sofia Betts
(360) 201-3060

To register online please visit our Web site:

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



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