

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Training Officer

Location: Oak Creek, Wisconsin (Police Dept.)

Date: October 21-23, 2009

Time: 8:00 a.m. – 5:00 p.m.

Tuition \$259

Course # 27541

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:

Oak Creek Police Dept.

Class Location:

Oak Creek Police Dept.
301 W. Ryan Road
Oak Creek, WI 53154

Contact:

Becky Leigh
(414) 766-7687

Lodging:

La Quinta
7141 South 13th Street
Oak Creek, WI 53154
(414) 762-2266

Lodging:

Comfort Suites
6362 South 13th Street
Oak Creek, WI 53154
(414) 570-1111

To register online please visit our Web site:

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



APCO Institute, Inc.
351 N. Williamson Blvd.
Daytona Beach, FL 32114-1112
888-272-6911 or 386-322-2500
FAX: 386-322-9766