

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Center Supervisor

Location: Alexandria, Indiana (Police Dept.)

Date: October 21-23, 2009

Time: 8:00 a.m. – 5:00 p.m.

Tuition \$349.00

Course # 27638

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:

Alexandria Police Dept.

Class Location:

Emery Lee Building
400 E. Fourth Street
Alexandria, IN 46001

Lodging:

Comfort Inn
3400 N. Marleon Drive
Muncie, IN 47304
877-424-6423
(765) 587-0294

Lodging:

America's Best Inn & Suites
5706 Scatterfield Rd.
Anderson, IN 46013
800-237-8466
(765) 644-2000

Contact:

Beth Malston
(765) 724-3222

To register, please visit our Web site at:

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



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