

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Training Officer

Location: Spring Hill, Tennessee

Date: October 12-14, 2011

Time: 8:00 a.m. – 5:00 p.m.

Tuition \$259

Course # 31425

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:

Spring Hill Police Dept.

Class Location:

Winchester Community Facility
563 Maury Hill St.
Spring Hill, TN 37174

Lodging:

Best Western Inns & Suites
104 Kedron Parkway
Spring Hill, TN 37174
877-486-2234
(931) 486-1234

Lodging:

Hampton Inn
1551 Halifax Drive
Columbia, TN 38401
800-426-7866
(931) 540-1222

Contact:

Sgt. Charlie Spires
(931) 486-2252 ext. 219

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