

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Training Officer

Location: Kansas City, MO – 2008 Pre-Conference Course

Date: August 1-3, 2008

Time: 8:00 AM – 5:00 PM

Tuition: \$259

Course # 24259

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

Host:

APCO Institute, Inc.

Location:

Kansas City Convention Center
301 W. 13th Street
Kansas City, MO 64105

Contact:

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Conference and Lodging Information

Please visit the APCO International 2008 Conference Web site for information and hotel recommendations
<http://www.apco2008.org/>

Also, the following Web site provides a map of the Convention Center area and the hotels close by:
http://www.apco2008.org/pdf/APCO_Hotel_Map_updated2.pdf



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