

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Center Supervisor

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

Date: August 1-3, 2008

Time: 8:00 AM – 5:00 PM

Tuition: \$349

Course # 24260

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.

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_up_dated2.pdf



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