

# APCO Institute Training Course

*Where Public Safety Turns to Learn*

## Communications Center Supervisor

**Location:** Ogden, Utah

**Date:** **Sept. 8-10, 2008 \*\*\*NEW DATES\*\*\***

**Time:** 8:00 a.m. – 5:00 p.m.

**Tuition** \$349.00

**Course #** 24743

**APCO Members receive a \$20 discount**

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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.

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**Co-host:**

Weber Area Dispatch 911

**Location:**

Public Safety Bldg.  
2186 Lincoln Ave.  
Ogden, UT 84401

**Lodging:**

Ogden Marriott  
247 24<sup>th</sup> Street  
Ogden, UT  
800-228-9290  
(801) 627-1190

**Lodging:**

Comfort Suites  
2250 S. 1200 W.  
Ogden, UT 84401  
801-621-2545

**Contact:**

Colleen Knudsen  
(801) 395-8229

To register, please visit our Web site at:

[http://www.apcointl.com/institute/schedule\\_registration.htm](http://www.apcointl.com/institute/schedule_registration.htm)



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