

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Center Supervisor

Location: Roanoke, Virginia
Date: November 11-13, 2008
Time: 8:00 a.m. – 5:00 p.m.
Tuition \$349.00
Course # 24800

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:

City of Roanoke E-911 Center
Melissa Williams
(540) 853-2411

Class Location:

City of Roanoke Police Academy
541 Luck Ave. SW
Roanoke, VA 24016

Contact (day of class):

Sgt. Chris Bolling
(540) 853-5437

Lodging:

Howard Johnson Inn Airport
3315 Ordway Drive
Roanoke, VA 24019
888-890-0224
(540) 362-4500

Lodging:

Comfort Inn Airport
5070 Valley View Blvd.
Roanoke, VA 24012
888-217-5551
(540) 527-2020



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