

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Training Officer

Location: Seneca, South Carolina

Date: November 3-5, 2008

****New Date****

Time: 8:00 a.m. – 5:00 p.m.

Tuition \$259

Course # 24958

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:

Oconee Medical Center
Adam Potts – 864-710-0142

Class Location:

Oconee Medical Center – Emergency
Medical Services
150 Memorial Drive
Seneca, SC 29672

Lodging:

Jameson Inn
226 Hi-Tech Road
Seneca, SC 29678
800-526-3766
(864)-888-8300

Lodging:

Best Western
511 US Hwy 123 By Pass
Seneca, SC 29678
800-528-1234
(864) 886-9646

Contact (day of class)

Erika Sears – 864-885-7752



APCO Institute, Inc.
351 N. Williamson Blvd.
Daytona Beach, FL 32114-1112
888-272-6911 or 386-322-2500
FAX: 386-322-9766