

# APCO Institute Training Course

*Where Public Safety Turns to Learn*

## Communications Center Supervisor

**Location:** Gonzales, Louisiana  
**Date:** Oct. 21-23, 2008  
**Time:** 8:00 a.m. – 5:00 p.m.  
**Tuition** \$349.00  
**Course #** 25024  
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:**

Ascension Parish Sheriff's Office  
Lt. Cody Melancon  
(225) 621-8328

### **Lodging:**

Holiday Inn Gonzales  
1500 W. Hwy. 30  
Gonzales, LA 70737  
225-647-8000

### **Lodging:**

Highland Inn  
1740 W. Hwy. 30  
Gonzales, LA 70737  
225-647-5700

### **Class Location:**

Ascension Parish Training Facility  
9134 S. St. Landry  
Gonzales, LA 70737

To register online please visit our Web site:

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

### **Contact (day of class):**

Ward Webb  
225-621-8381

If you have any questions, please contact the  
Institute at 1-888-272-6911



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