

APCO Institute Training Course

Where Public Safety Turns to Learn

Communications Training Officer

Location: Amarillo, Texas (Randall County Sheriff's Office)

Date: December 14-16, 2009

Time: 8:00 a.m. – 5:00 p.m.

Tuition \$259

Course # 27639

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:
Randall County Sheriff's Office

Class Location:
Randall Co. Sheriff's Office
9100 South Georgia
Amarillo, TX 79118

Lodging:
Comfort Suites
6318 Ventura Drive
Amarillo, TX 79109
877-424-6423
(806) 353-5100

Lodging:
Holiday Inn Express
6701 Hollywood Road
Amarillo, TX 79119
888-890-0242
(806) 352-1900

Contact:
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(806) 468-5833

To register online please visit our Web site:
http://www.apcointl.com/institute/schedule_registration.htm
Any questions, please contact the Institute at 1-888-272-6911



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