

# APCO Institute Training Course

*Where Public Safety Turns to Learn*

## Communications Training Officer

**Location:** Clarksville, Tennessee (Montgomery County E 911)

**Date:** March 08 – 10, 2010

**Time:** 8:00 a.m. – 5:00 p.m.

**Tuition** \$259

**Course #** 28253

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

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### Co-host:

Montgomery County E911  
Angelia Koski  
(931) 552-1011

### Class Location:

Civic Hall – Montgomery Co. Veterans Plaza  
350 Pageant Lane – Suite 300  
Clarksville, TN 37040

### Lodging:

Ramada Riverview Inn  
50 College St.  
Clarksville, TN 37040  
931-552-3331

### Lodging:

Fairfield Inn & Suites  
(Marriott)  
110 Westfield Dr.  
Clarksville, TN 37040  
931-551-3200

### Contact (day of class):

Elizabeth Black – (931) 648-8482

To register online please visit our Web site:

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



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