

# APCO Institute Training Course

*Where Public Safety Turns to Learn*

## Communications Training Officer

**Location:** Fort Smith, AR  
**Date:** Sept. 22-24, 2008  
**Time:** 8:00 a.m. – 5:00 p.m.  
**Tuition** \$259  
**Course #** 24728  
APCO Members receive a \$20 discount

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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:**

Fort Smith Police Dept.

**Class Location:**

100 South 10<sup>th</sup> Street  
Fort Smith, AR 72901

**Contact:**

Sgt. Gerald Schaefer  
(479) 709-5101

**Lodging:**

Marriott Courtyard  
900 Rogers Ave.  
Ft. Smith, AR  
800-321-2211  
(479) 783-2100  
\*Ask for the Govt. Rate

**Lodging:**

Holiday Inn Fort Smith  
City Center  
700 Rogers Ave.  
Ft. Smith, AR  
800-465-4329  
(479) 783-1000  
\*Ask for the Govt. Rate



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