

COURSE DESCRIPTION

The Communications Training Officer (CTO) 5th Edition course focuses on the development and maintenance of an agency's one-on-one training program and provides the training necessary to foster levels of consistency for CTOs as they provide on-the-job training to new hires. Upon successful completion, CTOs can help build and maintain the CTO system while exploring important elements of effective CTO programs. Previous editions of APCO's CTO program have been implemented in hundreds of agencies nationwide.

This updated version of the course includes the essential elements of a CTO program based on the industry recognized "San Jose Model" while also incorporating the requirements set by the national standard for CTO programs.

Topics include: Performance Based Training; Preparing, Motivating and Communicating With Trainees; Customer Service in Public Safety Communications; Counseling; Stress Management; Meeting the Needs of the Adult Learner; Training Strategies; Performance Evaluations; Record Keeping and Documentation; Total Quality Management; & Liability and Standards.

In addition, students will receive a CTO Program Implementation Workbook and Reference Guide filled with sample forms, templates and best practices to use in creating their own CTO program or enhancing an existing program. Students will also receive a demonstration of APCO Institute's electronic Daily Observation Report (DOR) software.

CO-HOST INFORMATION

Host: APCO Institute – Conference 2018
Contact: Shannon Tucker
tuckers@apcointl.org
Ph. (386) 944-2485

CLASS INFORMATION

Class # 49037
Date: 2-4 August 2018
Time: 8:00am – 5:00pm
Tuition: **\$389.00**
**APCO Full, Associate and Commercial Members receive a \$20 discount*

Location: **The Venetian/Palazzo Resort Hotel Casino**
3355 Las Vegas Blvd., South
Sands Expo – Rm. 307 – Level 1
Las Vegas, NV 89109

PREREQUISITES

Successful completion of a 40 hour formal basic Telecommunicator training program. Proof of completion must be submitted to APCO at least 10 days prior to the class start date.

LODGING

For information on Travel and Hotels

Please visit the conference website:

<http://www.apco2018.org/hotel-travel/>