

COURSE DESCRIPTION

The APCO Institute Communications Center Supervisor course is designed for prospective, new or experienced communications supervisors who want to enhance their supervisory skills and knowledge.

Topics include:

- ▶ The Telecommunications Supervisor Role
- ▶ Liability Issues for Supervisors
- ▶ Policies, Procedures and Directives
- ▶ Communication Skills
- ▶ Self-Assessment
- ▶ Employee Evaluation and Motivation

Class lecture is supplemented by practical exercises that help students 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.

CO-HOST INFORMATION

Host: South Worcester County
Communications Center

Contact: Gregory Lynskey
lynskeyg@swccc911.net

Ph. (508) 943-1212

CLASS INFORMATION

Class #: 48537

Date: 6-8 February 2018

Time: 8:00am – 5:00pm

Tuition: **\$389.00***
*** Reduced MA State Rates Apply*

Location: Webster PD Community Room
357 Main Street
Webster, MA 01570

LODGING *

Holiday Inn Express

10-12 Johnson Street
Auburn, MA 01501
(888-Holiday)
10 miles from class site

Fairfield Inn & Suites

718 Southbridge Street
Auburn, MA 01570
Ph. (888-236-2427)
10 miles from class site

**Lodging suggested by host agency*

Airport: Worcester Regional Airport
20 miles from class site

REGISTRATION

Visit our website at:

http://www.apcointl.org/institute/schedule_registration.html

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: \$50.00 A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.