

Communications Center Supervisor, 5th Ed., Version 1 Middleton, MA, #63018 MA State Rate

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.

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.

Topics include

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

CLASS INFORMATION

Date(s): May 4 — 6, 2022

Time: 8:00 a.m. - 5:00 p.m.
All times are in Eastern Time.

Location: North Shore Regional 911 Training Room
18 Manning RD
Middleton, MA, 01949-1526

REGISTRATION

Tuition: Registration fees vary, depending of the number of course registrants. Fees will be adjusted at the start of the course, and you will receive a refund or revised invoice if necessary. For more info, contact institute@apcointl.org.

REGISTER at: www.apcointl.org/schedule.

Please read our Registration & Cancellation Policy at www.apcointl.org/registration-policy.

APCO International, 351 N. Williamson Blvd., Daytona Beach, FL 32114-1112
apcointl.org | 888-272-6911 or 386-944-2417

