

EXCELLENCE

APCO's Registered Public-Safety Leader (RPL) Program is a comprehensive 12-month online program consisting of course work and service projects. By successfully completing this program, the student will earn the designation of Registered Public-Safety Leader (RPL) and receive acceptance into the APCO Institute National Registry of Public-Safety Leaders, a formal and prestigious acknowledgement of excellence within our industry.

Whether you manage a team in your agency, a volunteer task force or a committee, there are certain things you need to know and skills you need to develop to be successful. If you are willing to work at establishing your management or leadership potential, this program will prepare you for the challenges and opportunities of leadership. ■



APCO INSTITUTE REGISTERED PUBLIC-SAFETY LEADER PROGRAM

**THE ROAD TO
LEADERSHIP STARTS HERE**

www.apcointl.org/rpl

"APCO's RPL Program is a prestigious, must-have, highly regarded credential for any public safety leader. As a lifelong learner, the RPL program offered me another opportunity to further my professional development and at the same time, network with colleagues from across the nation who face the same challenges as I do in public safety communications."

– Stacy R. Hall, ENP, RPL
Executive Director
Tri-Com Central Dispatch

RPL

Registered

Public-Safety

Leader



APCO Institute | 351 N. Williamson Blvd. | Daytona Beach, FL 32114
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APCO INSTITUTE
REGISTERED PUBLIC-SAFETY LEADER PROGRAM



INSPIRATION

"The knowledge I gained in the RPL Program has helped me to become a better leader, listener and advocate for the people I work with. From the first chapter through to the course project, I was able to apply the concepts to my everyday work situations allowing me to immediately put into practice what I had learned."

— Sheryl Mullen, RPL
Manager
NORCOM

APCO International's Registered Public-Safety Leader (RPL) Program is designed for individuals interested in developing a solid foundation of management and supervisory skills necessary for successful PSAP operations.

Through a series of online courses offered by the APCO Institute – in cooperation with Flexstudy.com, the American Management Association's e-learning provider – you'll learn how to:

COMMUNICATE WITH AUTHORITY

Write and speak in a way that motivates and inspires others.

BUILD AND MANAGE HIGH-PERFORMANCE TEAMS

Get people to work together for the common good.

BREAK DOWN THE BARRIERS TO SOLID INTERPERSONAL NEGOTIATIONS

Employ a negotiation framework that encourages a positive outcome for both parties.

ENHANCE TEAM PERFORMANCE

Provide team members with the realistic assessment of performance that is critical to motivation and morale.

LEAD WITH CONFIDENCE

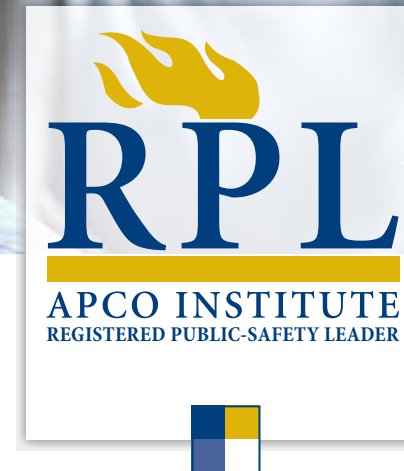
Provide direction, lead by example, enable others, share power and seek a better way.

MAKE A DIFFERENCE WITHIN OUR ASSOCIATION & INDUSTRY

Develop a broad knowledge of our industry and our association to better face future challenges.

APPLY THE SKILLS LEARNED FOR THE BETTERMENT OF OUR ASSOCIATION & INDUSTRY

Complete industry-specific course assignments that culminate in a state, regional or national service project.



SUCCESSFUL RPL GRADUATES RECEIVE:

- ✦ The granting of the professional designation "Registered Public-Safety Leader (RPL)"
- ✦ A certificate of acceptance into the APCO Institute Registry of RPLs
- ✦ A certificate of completion from the American Management Association
- ✦ Recognition throughout the public safety communications industry as a professional with the skills, vision, motivation and commitment to lead our industry to greatness
- ✦ Consideration for enrollment in APCO's Certified Public-Safety Executive (CPE) Program

www.apcointl.org/rpl

COMMITMENT

"Through the RPL program the direction of my career was defined, my understanding of my center increased, and I gained a network of friends that I can go to for direction and ideas when I need them."

— Sarah Hills, RPL
Lead Telecommunicator
Emergency Communications of
Southern Oregon

"Leadership fundamentals, effective communications, team building and industry awareness are just a sampling of what you'll be studying during this program. More importantly, you'll be networking, interacting and collaborating with some of the most dedicated and energetic 9-1-1 professionals in the nation."

— D. Jeremy DeMar, RPL, ENP, COML
Supervisor
Emergency Communications Department
City of Rochester ~ County of Monroe

TO BE ELIGIBLE TO APPLY, YOU MUST BE:

- ✦ An APCO International member in good standing
- ✦ Willing and able to commit to a year-long intensive program
- ✦ Dedicated to accepting the challenge of ongoing professional development and service for the betterment of public safety communications

Applications are continually accepted throughout the year.

TUITION

Cost for the RPL Program is \$995 per person and includes all course materials and distance learning fees. Program participants may apply for tuition assistance through APCO's scholarship program, which is open for applications from January 1 - March 31 each year. To learn more about the scholarship program, visit www.apcointl.org/scholarships.

For more information or to receive an application form, contact rpl@apcointl.org.