

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: Lake County Sheriff's Office
Contact: Shannon Waldrop
Shannon.Waldrop@lcsso.org
Ph. (352) 742-4622

CLASS INFORMATION

Class #: 51706
Date: March 13 – 15, 2019
Time: 8:00am – 5:00pm
Tuition: **\$389.00***
** APCO Full, Associate and Commercial Members receive a \$20 discount*
Location: **Lake County Emergency Management & Communications Ctr.**
425 West Alfred St.
Tavares, FL 32778

LODGING *

Key West Resort on Lake Dora	Comfort Inn & Suites
199 West Ruby St. Tavares, FL 32778 Ph. (352) 508-5344 <i>0.3 miles from class site</i>	1380 E. Burleigh Blvd. Tavares, FL 32778 Ph. (352) 253-2378 <i>2.1 miles from class site</i>
<i>*Lodging suggested by host agency</i>	

Airport: Orlando International (OIA)

REGISTRATION

Register here

[Schedule and Registration Page](#)

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.