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: Blue Earth County911
Contact: Tim Peterson
Tim.Peterson@blueearthcountymn.gov
Ph. (507) 304-4860

CLASS INFORMATION

Class #: 55839
Date: June 16-18, 2020
Time: 8:00am – 5:00pm
Tuition: $389.00*
* APCO Full, Associate and Commercial Members receive a $20 discount
Location: Blue Earth County Justice Center EOC
401 Carver Rd
Mankato, MN 56001

LODGING *

Holiday Inn Express
2051 Adams St
Mankato, MN 56001
(888) 480-0427
1.5 miles from class site

Country Inn and Suites
1900 Premier Dr
Mankato, MN 56001
Ph. (800) 830-5222
2 miles from class site

* Lodging suggested by host agency

Airport: Minneapolis–St. Paul Airport
80 miles from class site

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.