

monies often take second or third seat to equipment needs or some other budget item that is more wanted, justified and the need identified.

My experience has been that most employees take an even darker view of in-house training. In-house training usually is viewed as being, at best, a waste of time, of little value and without substance. It usually is not something a person counts the hours until sunrise to do, nor an item held as a shining star that illuminates a person's personal heaven.

As true as this is, in-house training can and ought to be among the first, most pleasant and reliable methods used to conduct continuing education.

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municators stay current with – among other things – policies and procedures. Also, it helps guard against litigation arising from telecommunicators not being current with changes to protocols and procedures.

It has become common practice that a favorite and often the first target for an attorney is to try to establish doubt, or to at least raise serious questions, about the skill level, competence and current qualifications of a telecommunicator when a call for service is in question in a court case.

Continuing education helps shift supervisors and operators stay current in their craft. It keeps fresh, special skills, such as how a telecommunicator should process calls for service involving hostage situations, barricaded subjects, a suicide or a domestic call. And it is one way to keep operators up to date with changes in the policies and procedures of subscriber agencies.

Questions then come: "How can this be done effectively and cost-efficiently?" and "How can it be done in such a way as to not be dreaded by the employee?"

Continuing education can be done in several ways. To hold down costs and to make the "Questionnaire" task specific, the method we chose was to use resources that are readily available and those with which telecommunicators can identify

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APCO Institute Course Schedule

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ator backgrounds. The instructor candidate who teaches the medical portions must have current (minimum) certification as a Basic EMT including one or more of the following: Automatic Defibrillation, IV Maintenance or Nonvisualized Advanced Airway Control.

The telecommunicator portion may be taught by individuals who are either a current EMD dispatcher or dispatch supervisor. A current CPR certificate at any level from the AHA or ARC also is required.

- New Mexico, Albuquerque.....Dec. 2-6**
- Arizona, PhoenixJan. 13-17**
- Florida, Daytona BeachFeb. 24-28**
- New York, SyracuseMar. 10-14**
- Minnesota, Minneapolis.....Mar. 24-28**
- Maryland, Columbia.....Apr. 21-25**
- Massachusetts, BostonMay 19-23**
- Pennsylvania, ScrantonJune 9-13**
- Georgia, Atlanta.....Sept. 8-12**
- Arkansas, Little Rock.....Sept. 22-26**

* There are strict requirements which must be met in order to register.

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To register, call APCO Institute:

1.888.APCO.9-1-1 (1.888.272.6911)

EMD Coordinator Course:

This is a new one-day course designed to provide step-by-step guidance in how to implement EMD from beginning to end. APCO-certified EMD instructors will receive New 3rd Edition EMD instructors guide compliant with national standard curriculum.

- New Mexico, Albuquerque.....Dec. 6-10**
- Arizona, PhoenixJan. 17-21**
- Florida, Daytona BeachFeb. 28-Mar. 4**
- New York, SyracuseMar. 14-18**
- Minnesota, MinneapolisMar. 28-Apr. 1**
- Maryland, ColumbiaApr. 25-29**
- Massachusetts, Boston.....May 23-27**
- Pennsylvania, ScrantonJune 13-17**
- Georgia, Atlanta.....Sept. 12-16**
- Arkansas, Little RockSept. 26-30**

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Communications Center Supervisor Course:

This course is designed for prospective, new or experienced communications supervisors who want to learn more and enhance their supervisory skills and knowledge.

After a short introduction, the following topics are addressed: the role of the telecommunications supervisor, criminal and civil liability issues for supervisors, policies and procedures, carrying out directives, managing personnel resources, leadership, employee evaluations, quality improvement and special projects. Class lecture is supplemented by

many practical exercises that help the student to apply the lessons to their own agency policies and procedures. Students not only learn supervisory topics, but also how to work together in groups and cooperate to attain common goals.

- Texas, AustinDec. 16-20**
- California, SacramentoFeb. 3-7**
- California, San DiegoMarch 31-Apr. 4**
- California, Anaheim.....June 23-27**
- Alabama, Birmingham.....Feb. 24-28**
- Washington, SpokaneMarch 3-7**
- Iowa, Des MoinesMarch 3-7**
- Tennessee, Knoxville.....March 10-14**
- Massachusetts, Boston.....March 24-28**
- Pennsylvania, PittsburghApr. 7-11**
- New York, SyracuseMay 5-9**
- Texas, HoustonMay 12-16**
- Arizona, PhoenixMay 19-23**
- Louisiana, ShreveportJune 23-27**
- North Carolina, Charlotte.....July 7-11**
- Minnesota, Minneapolis.....July 21-25**
- Utah, Salt Lake CityAug. 18-22**
- Missouri, St. LouisAug. 25-29**
- Oregon, PortlandSept. 15-19**
- Nevada, RenoSept. 22-26**

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Instructional Design For Agency Trainers:

Students in this course will explore the use of instructional design models to do needs analysis, course design and development, implementation and evaluation. Short in-service course development intended to meet specific agency needs is addressed.

Upon completion, students will be able to construct short training courses in a minimum period of time.

Topics covered include instructional design liability issues, the use of instructional design models, special considerations for media design, needs analysis, writing goals and objectives, equating behavioral objectives to test items and test exercises, designing and conducting evaluations, evaluating the effectiveness of training courses, and future technology and techniques.

While many instructors are talented in the construction of materials, this course demonstrates the effective shortcuts to solving instructional design problems. Time for idea teaching is drastically reduced, and the resulting course is more effective for both the student and the agency.

- Florida, Daytona Beach.....Jan. 13-17**
 - California, San DiegoJune 23-27**
- \$499 • To check for last-minute additions this schedule, call APCO Institute toll-free at: 1.888.APCO.9-1-1 (1.888.272.6911)