

# Communications Center Supervisor, 5th Ed., Version 1

## Ellisville, MO, #78093

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### 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

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### CLASS INFORMATION

**Date(s):** November 3 — 5, 2025

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

**Location:** Central County Emergency 911 Dispatching Center  
22 Weis Ave  
Ellisville, MO, 63011

### REGISTRATION

**Tuition:** Full, Associate, & Commercial member:  
\$430.00

Non-member:  
\$480.00

**REGISTER at:** [www.apcointl.org/schedule](http://www.apcointl.org/schedule).

Please read our Registration & Cancellation Policy at [www.apcointl.org/registration-policy](http://www.apcointl.org/registration-policy).

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