



# FLATHEAD COUNTY 911

## COMMUNICATIONS TRAINING OFFICER SEMINAR

Presented by Kaminsky & Associates  
October 21-24, 2008  
Kalispell, Montana

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\$300 Early Registration before August 20th  
\$320 Registration before September 20th

### Topics Include:

- The "Key Elements" of successful CTO programs
- Legal and Ethical Issues in the Communications Center
- The Evaluation Process - Rating Performance and Written Documentation
- Critiquing Performance Effectively
- Laws of Learning and Adult Training Issues
- The Role of the Supervisor
- Creating and Maintaining the "Learning Environment"
- Remedial Training Strategies
- Dealing with the Failing Employee
- Motivational Techniques and the Modifying Human Behavior
- Interactive Practice Sessions utilizing Communication Center Video Scenarios
- Creating, Re-designing, and Implementing a CTO Program in your agency

The class cost includes a comprehensive workbook for each participant plus a computer disk of the forms introduced at the class. This is a highly sought after seminar, so please register early as space will be limited.

For registration, hotel information, or any other questions, please contact Michelene Provo (mprovo@flathead.mt.gov) or Marjory McClaren (mmcclaren@flathead.mt.gov) at the Flathead County Sheriff's Office (Flathead 911). Information on accommodations and directions will be available on our website, [www.Flathead911.com](http://www.Flathead911.com).



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