

# Communication Center Supervision Management

By: Institute of Police Technology and Management

Seminar Description: IPTM's *Communication Center Supervision and Management* course is specifically designed for new non-sworn shift supervisors and managers of public safety and EMS communication centers. If you have not had the opportunity to attend this type of training, you will find this fast-paced course packed with valuable information. Lectures, discussions and "hands-on" projects will introduce you to the theory, practicality and legal considerations of public safety supervision and management. Class discussions will deal with pressing administrative issues that are at the top of most communication centers' "problems to solve" lists. This course focuses on the knowledge, skills and attitudes required of supervisors and managers to lead their communication centers successfully into the future.

## Topics include:

- The roles of supervisors and managers
- Common mistakes made by new supervisors and managers
- Introduction to leadership skills
- Federal law for supervisors and managers
- Introduction to budgeting
- Creating alternative work schedules
- Performance appraisal guidelines
- Documentation and progressive discipline
- Developing subordinates

<b>Class Dates:</b>	June 25-27, 2012
<b>Registration Deadline:</b>	June 11, 2012
<b>Audience:</b>	Public safety agency communication shift supervisors and managers who have not previously attended basic supervision or management training.
<b>Location:</b>	Louisiana State Police Training Academy Building A Classroom 3 7901 Independence Blvd Baton Rouge, La. 70806
<b>Parking:</b>	Student parking is in the front of building A or building D
<b>Training Hours:</b>	8:00 AM to 5:00 PM
<b>Course Fees:</b>	\$495 – Register here: <a href="http://www.iptm.org/Descriptions1.aspx?CourseNumber=024133">http://www.iptm.org/Descriptions1.aspx?CourseNumber=024133</a>
<b>Dress Code:</b>	Long pants and appropriate shirt. Uniforms are not required.
<b>On Site Lodging: State Police Training Academy</b>	On-site Lodging cost is \$33 per night. For room reservations or more information, please contact Kimberly Payne at <a href="mailto:lsplodging@dps.la.gov">lsplodging@dps.la.gov</a> .
<b>Meals:</b>	There is an on-site cafeteria for breakfast and lunch or there are several options near the Training Academy
<b>Confirmation:</b>	You will receive a confirmation package with additional information and directions to the training site.
<b>Questions:</b>	If you have questions, or need more information, please e-mail ST Jon Tircuit at <a href="mailto:jon.tircuit@dps.la.gov">jon.tircuit@dps.la.gov</a> or call 225-925-3710.
<b>Contact Person:</b>	Candice Leek <a href="mailto:C1leek@aol.com">C1leek@aol.com</a> 904.620.4786