



New 9-1-1 Training Opportunity

Center Training Officer Program

In the PSAP, people are your most important resource. The NENA Center Training Officer (CTO) Program provides you with the proper framework to train your new employees, which leads to better performance and higher retention rates. The course covers proper documentation of performance, evaluation of performance, setting milestones, and developing a plan for trainee success. CTO software with the exclusive NENA Daily Observation Report template is provided by Agency360 Public Safety Software. Agency360 software is a free trial.

In order to fully participate in daily assignments and activities, all students should bring a laptop with a USB port, Microsoft Word and PDF reader software.

This is a 3-day course.



WHEN November 16 - 18, 2021, 8:30 AM – 5:00 PM (Daily)

WHERE DeKalb Co. Community Outreach Bldg. (Five Seasons Rm)
2500 N Annie Glidden Rd., DeKalb, IL 60115

COST \$399 for NENA Members
\$550 for Non Members

REGISTRATION Register online at www.nena.org/education/calendar

FOR MORE INFORMATION Heather Butler - hbutler@dekalbcounty.org
Amanda Tegtmeyer - ategtmeyer@nena.org



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