



# 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.

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

This is a 3-day course.



**WHEN** January 7 - 9, 2019, 7:30 AM – 4:00 PM

**WHERE** Baldwin Co. Commission Central Annex Building  
22251 Palmer St., Robertsdale, AL 36567

**COST** Tuition covered by the Alabama 9-1-1 Board

**REGISTRATION** [Click Here to Register](#)

**FOR MORE INFORMATION** Dana Grubbs - [dana@al911board.com](mailto:dana@al911board.com)  
Ty Wooten - Education Director - [twooten@nena.org](mailto:twooten@nena.org)