



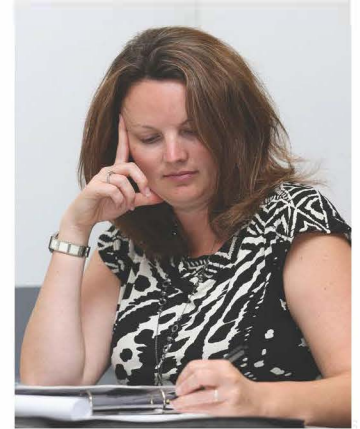
# New 9-1-1 Training Opportunity

## 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.

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** October 30 - November 1, 2024, 8:30 AM – 5:00 PM (Daily)

**WHERE** Huntsville Public Safety Training Academy  
5365 Triana Blvd, Huntsville, AL 35805

**COST** \$445 for NENA Members  
\$595 for Non Members

**REGISTER TODAY** >

**REGISTRATION** Register online at [www.nena.org/education/calendar](http://www.nena.org/education/calendar)

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