

# Dispatcher Training Class

## CTO UPDATE: ON THE JOB TRAINING IN DISPATCH

December 4-6, 2019 (This is a three-day training course, 0800-1700 hours each day)

Location: Marina Village Conference Center

1936 Quivira Rd, Rm #TBD, San Diego, CA 92109

This course enhances the training skills of Training Managers, Training Coordinators, and Training Officers. This exciting 3-day course provides students with the tools and skills to train new dispatchers in formal personalized one-on-one training atmosphere using some of the following methods.

- Learn innovative and new teaching methods
- Learn or enhance the ability to evaluate the skill set of a trainee
- Develop an on the job training program
- Enhance and develop skills in communication, counseling and conflict resolution

Although this is an update course, NEW TRAINING officers will benefit from the experience of the other students and learn a lot of great techniques.

Instructor: Melissa Lotero, San Diego County Sheriff's Dept.  
POST Plan II, Course Control #1107-30937-19001

What others have said about this course:

"Melissa was fun and professional. She was a good trainer for this class"  
"Class was handled very nicely, covered the material, and definitely encouraged involvement from all present. Well done."  
"I enjoyed the whole class!"

### TO REGISTER OR FOR MORE INFORMATION:

For class registration or to view detailed class information, visit  
[www.apsdonline/classes.org](http://www.apsdonline/classes.org)

All classes are presented at the Marina Village Conference Center. The Marina Village Conference Center is located at 1936 Quivira Way on Mission Bay in sunny San Diego and offers the perfect setting to stimulate the productivity of training.

The San Diego Association of Public Safety Dispatchers considers requests from agencies who wish to host a presentation of any class. For more information, email [training@sdapsd.org](mailto:training@sdapsd.org) or call 619.342.7344



San Diego Association of  
Public Safety Dispatchers

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