

Bullying and Negativity in the Communications Center

SEMINAR DESCRIPTION

Bullying is prevalent in the workplace including America's 9-1-1 Comm. Centers. The number of U.S workers affected by bullying is a staggering 65.6 million.

In this presentation/ seminar, we will define what bullying is and provide some examples. We will also look at the people it affects in our Comm. Centers.

Finally we will give you the tools to combat the bullying problem in your Comm. Center.

Seminar is taught in the classroom. Tuition does not include travel, lodging, meals, or other costs.

Certification fees are included in tuition.

Successful students will earn APCO Institute
International Certification.

CO-HOST INFORMATION

Host: Montana Highway Patrol

Contact: Sgt. Andrew Knapp

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CLASS INFORMATION

Class #: 49342

Date: 02 May 2018

Time: 8:00am - 5:00pm

Tuition: \$199.00

** APCO Full, Associate and Commercial Members receive a \$20 discount

Location: Montana Law Enforcement Academy

2260 Sierra Road Helena, MT 59602

REGISTRATION

Visit our website at:

http://www.apcointl.org/institute/schedule_registration.html

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed.
 Transfer fee: \$50.00. A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.

LODGING *

Holiday Inn Express & Suites Comfort Suites Airport

3170 N. Sanders St.
Helena, MT 59602
Ph. (406) 442–7500
5 miles from class site

3180 N. Washington St.
Helena, MT 59602
Ph. (406) 495–0505
5 miles from class site

*Lodging suggested by host agency

<u>Airport</u>: Helena Regional Airport 8 miles from class site