



(CTO)



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.

Students will be accessing the NENA+ platform during the course. To participate in daily assignments and activities, **students should bring a laptop.**

BIRMINGHAM, AL
Shelby Co. 911

NOV 17-19, 2025
8:30 A.M. - 5:00 P.M.

REGISTER NOW

app.al911board.com/training-registration

THREE-DAY COURSE

provided by



FREE TO ATTEND

3

ENP POINTS

