

# Lake County Sheriff's Office

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**John D. Idleburg**  
Sheriff

## MEDIA RELEASE

### Sheriff's Telecommunicator Trainer Achieves Leadership Certification

The Lake County Sheriff's Office is pleased to announce the graduation of Telecommunicator Brendhan Sears from the prestigious Association of Public-Safety Communications Officials (APCO) Registered Public-Safety Leader certification course.

This intense year-long program, broken into six-modules, provides advanced levels of instruction on how to supervise and manage public safety telecommunicators. The curriculum included communicating with clarity, managing organization and change, developing the talent pool, building connections and consensus, fostering teamwork and collaboration, exploring APCO the organization, and a mandatory service project.

Telecommunicator Sears' service project, *Humanizing the Headset*, is a blog/Facebook Page he created where telecommunicators can share their personal experiences so the community can better understand the daily joys and stresses associated with the emergency telecommunicator profession.

Telecommunicator Sears received his certification at the 2019 APCO 85<sup>th</sup> Annual Conference. He will put his skills to use as a Telecommunications Training Officer, as he instructs new Telecommunicators on the essentials of the job and service to the community.

Sheriff John Idleburg said, "We have a great team at the Sheriff's Office and I feel by empowering our staff members to grow and advance within the organization, we build a recipe resulting in both internal and external success. I am very proud of Telecommunicator Sears for his leadership, dedication, focus, and hard work. This is a big accomplishment!"

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