

Liability Issues in the 9-1-1 Center | Oct 9

Attend this course to learn about the common violations that expose 9-1-1 authorities, centers, and personnel to potential lawsuits and discuss how to minimize risk and exposure through sound policies and procedures.

Center Training Officer (CTO) Program | Oct 9 - 11

NENA's 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 and evaluation of performance, setting milestones, developing a plan for trainee success, and much more.

Preventing Telecommunicator Tunnel Vision | Oct 10

In this course, you identify and discuss the problems that telecommunicators frequently experience in the performance of their duties. Whether it's in-the-moment or systemic issues, you'll get the training and resources you need to overcome the most common pitfalls of the job and perform at your very best.

Leadership in the 9-1-1 Center | Oct 11

Attend to gain the tools and traits necessary for effective leadership in the PSAP. This class delivers the latest personnel management techniques and increases your ability to lead and meet your personal and professional goals.



EDUCATION SUMMIT

REACH THE TOP



Location: Iowa State University | Scheman Building | 1805 Center Dr | Ames, IA

Time: 8:30AM - 5:00PM daily

Price: \$300 for CTO
\$100 each for one-day courses

Learn more & register at

nena.org/educationsummits