

Leadership in the 9-1-1 Center | May 13

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.

Center Supervisor Program May 13 - 15

Using a combination of lecture and practical exercises, you learn the supervisor's role in HR, tools to get organized, how to effectively make the transition from line-level to supervisor, how to build and lead a team, supervisor-specific communications, conflict resolution, performance evaluations, stress management techniques, and more.

Preventing Telecommunicator Tunnel Vision | May 14

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.

Tactical Dispatch for the Telecommunicator | May 15

In this course, you are given the training you need to transition into the role of a tactical dispatcher. Topics include: What is tactical dispatch, deployment factors, on-scene roles and responsibilities, and field-communication technology.



EDUCATION SUMMIT

REACH THE TOP



Location: Boise State | Student Union Building | 1910 University Dr | Boise, ID

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

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

Learn more & register at
nena.org/educationsummits

