

Advanced Fire & EMS Dispatching | Sep 16

Attend this course to improve your understanding of fire and EMS operations, learn decision-making and awareness techniques, and gain the fire- and EMS-specific dispatch skills that are critical to successful outcomes.

Center Training Officer (CTO) Program | Sep 16 - 18

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.

Enhanced Caller Management Sep 17

From active listening to decision making, local knowledge to performing efficiently in a crisis, the journey to becoming a star performer under the headset starts here. Join NENA for this class that builds upon basic standards, protocols, and policies to help you advance to the next level of 9-1-1 call-taking proficiency.

Advanced Police Dispatching | Sep 18

This course teaches you how to think tactically, anticipate field-unit requests, and successfully handle emergencies of all sizes. You'll discuss your role in ICS events, SWAT/negotiator calls, civil disturbances, and active assailant incidents.



EDUCATION SUMMIT

REACH THE TOP



Location: Rochester Public Safety Training Facility | 1190 Scottsville Rd | Rochester, NY

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

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

Learn more & register at

nena.org/educationsummits