Center Supervisor Program
May 18 - 20
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.

Enhanced Caller Management
May 19
From active listening to decision making, local knowledge to performing efficiently in a crisis, the journey to becoming a star performer starts here. This class builds upon basic standards, protocols, and policies to help you advance to the next level of call-taking proficiency.

Advanced Police Dispatching
May 20
In this course, you learn how to think tactically, anticipate field-unit requests, and successfully handle any emergencies of all sizes. You’ll discuss your role in specific crucial situations such as ICS events, SWAT/negotiator calls, civil disturbances, and active-assailant incidents.

Location: O’Day Lodge | O’Day Park
8963 Highway DD | O’Fallon, MO
Time: 8:30AM – 5:00PM daily
Price: $300 for Supervisor
$100 each for one-day courses
Learn more & register at nena.org/educationsummits