Advanced Police Dispatching  
Sept 21  
In this course, you learn how to think tactically, anticipate field-unit requests, and successfully handle emergencies of all sizes. You’ll discuss your role in specific, crucial situations such as ICS events, SWAT and negotiator calls, civil disturbances, and active-assailant incidents.

Enhanced Caller Management  
Sept 22  
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.

Center Supervisor Program  
Sept 21 - 23  
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.

Recruit, Hire, Retain & Promote for Success | Sept 23  
Attend to learn hiring-process best practices - including creating a hiring policy, finding candidates, and interviewing - and take home ideas on how you can retain your employees and support their professional growth.

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