

# 911 Supervision™

**Coming to your area!**

**Mar 14, 2018 • Devens, MA**

**Hosted by: Nashoba Valley Regional Emergency Communicat**

Course #: 17-2259

Course Duration: 8 Hours

Price: \$213.40 per person

**Class Hours:**

**8:30 AM - 4:30 PM**

## When your call-takers turn to you for help, will you be ready?

911 supervisors have one of the toughest jobs in public safety. They have to manage the workings of a call center and be ready to respond instantly to the first sign of trouble. Until now, most supervisor courses have focused on policies and procedures.

### TOPICS COVERED:

- Meeting today's standard of care
- Conflict resolution techniques
- Motivating and leading 911 personnel
- Homeland security trends
- Frustrated and dissatisfied employees
- Handling employee grievances
- Internal affairs complaints
- Cell phone and wireless issues
- Forensic audiology—"The future"

### LEARN HOW TO:

- Reduce liability exposure
- Prepare your team to handle crisis calls
- Take corrective action with employees

**DISPATCH·U**  
**EDUCATION**

**DispatchU is the training arm of PowerPhone and focused on *RAISING THE STANDARD* of dispatcher training. DispatchU courses are available online to empower you to advance your career.**

**TOTAL**  
**RESPONSE**

**YOUR STANDARD OF CARE DRIVES EVERYTHING! Total Response® is a quality improvement call handling protocol solution focused on maintaining and improving PSAPs standard of care.**

**REGISTER NOW!**

**For more information about DispatchU call or visit our website.**

*To register, please call  
Nancy @ 203.350.0337*

