CMCP

UNLOCK YOUR FUTURE.

Center Manager Certification Program

NENA's Center Manager Certification Program (CMCP) is designed to equip recently hired, newly promoted, and aspiring PSAP and 9-1-1 Authority Managers and Supervisors with the tools needed to effectively manage their agency through a rigorous 40-hour course of lecture and lab-based education. For more seasoned 9-1-1 professionals, the CMCP may serve to fill in some of the gaps and strengthen core competencies required in emergency communications center management.

NENA EDUCATION & TRAINING

The program serves as an affordable career advancement opportunity to anyone involved in public safety agency management, and provides education in subject areas that are critically important to anyone looking to forge a long and successful career path. The CMCP, unlike many other upper level emergency communications training programs, utilizes a real-world, hands-on approach that is focused on topics encountered daily by managerial and supervisory level personnel.

With a curriculum built by current and former 9-1-1 center managers with decades of combined supervisory and training experience, the program will provide you with knowledge and skills that can immediately and drastically improve your on-the-job effectiveness and enhance your agency's everyday operations.

Program Outline

- What is a Center Manager?
- Management vs. Leadership
- Defining your Centers Culture
- Designing an Organizational Structure
- Business Communications
- Right People in the Right Seats
- Building an Effective Team
- PSAP Consolidation
- Legal Issues
- Procedures Explained
- Training and QA
- Systems & Technologies
- Finance
- Procurement
- Project Management
- Media
- Industry Best Practices
- Center Report Card
- Staffing Tool
- Risk Management
- Continuity of Operations

April 8 - 12, 2019

8:30 AM - 5:00 PM Daily

Wilmington Public Safety Building

1 Adelaide Street, Wilmington, MA 01887

MA 911 Dept. Grant Approved

5 ENP POINTS

Register Today: www.nena.org/education

For the full 40-hour course, NENA members pay only $1,000. Non-Member pricing is $1,200. For more information on CMCP, including prerequisites, course materials and completion requirements, visit **www.nena.org/cmcp**

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NENA

THE 9-1-1 ASSOCIATION