NENA THE 9-1-1 ASSOCIATION | NENA EDUCATION & TRAINING

New 9-1-1 Training Opportunity

Leadership in the 9-1-1 Center

It's not the title that one attaches to their name, but the ability to effectively manage, motivate, and mediate that makes a person a leader. This course is for current or soon-to-be PSAP supervisors who wish to enhance their understanding of the tools and traits necessary for effective leadership in the communications center.

By focusing on the interpersonal elements common to the 9-1-1 center and discussing different manners of leadership, attendees will learn how to move from a transactional style of leadership to a more productive transformational style that utilizes remediation, interest-based negotiations, and re-framing tools to ensure the focus remains on people. The class also explores the benefits of knowledge of self, staff, organization, and the world. With heightened self-awareness and some new and useful techniques, attendees will return to their jobs with an increased ability to lead their team and meet their personal and professional goals.

1 ENP POINTS

WHEN December 16, 2019, 8:30 AM – 5:00 PM

WHERE Healy Public Safety Building
125 Sixth Street, Cambridge, MA 01752

COST $199 for NENA Members
$275 for Non Members

REGISTRATION Register online at www.nena.org/education/calendar

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