



New 9-1-1 Training Opportunity

9-1-1 Center Supervisor

This course gives new supervisors the skills they need to succeed in their positions. Experienced supervisors leave with updated, refreshed skills that further their careers.

Using a combination of lecture and practical exercises, students 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 many other skills and tips for their toolbox.

In order to fully participate in daily assignments and activities, all students should bring a laptop with a USB port, Microsoft Word and PDF reader software.

This is a 3-day course.



WHEN October 19 - 21, 2020, 8:30 AM – 5:00 PM (Daily)

WHERE Grand Valley State University Innovation Hub
200 Viridian Drive, Muskegon, MI 49440

COST \$399 for NENA Members
\$550 for Non Members

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

FOR MORE INFORMATION Jason Wolford - jason.wolford@mcd911.net
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