

911 Supervision™

Coming to your area!

Oct 20, 2015 • New Orleans, LA

Hosted by: Orleans Parish Communications

Class hours are 8:30am- 4:30 pm

Course #: 15-1501

Course Duration: 8 Hours

Price: \$229.00 per person

**Volume discounts available...
please call 1.800.537.6937.**

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.

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