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Leadership in the 9-1-1 Center - ILO

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2/16/2021

When: 2/16/2021
10:00AM - 4:00PM EST

Where: Online
United States

Presenter: Nancy Lockhart, ENP

Contact: Amanda Tegtmeyer
ategtmeyer@nena.org (<mailto:ategtmeyer@nena.org>)

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Online registration is available until: 2/12/2021

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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.

This is an Instructor Led Online (ILO) NENA course.

- Each student must have their own device, access to the Internet, and it requires your full attention.
- NENA uses the GoToTraining platform. It works best when using the Google Chrome web browser.

NENA Members - \$139

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