

9-1-1 Progressive Supervision Workshop



May 8, 2013 Amarillo, Texas

Supervisors, Leads and Team Leaders are in great need of job specific training. Public Safety Supervision is sometimes thrust upon a worker with no thought to progressive training. As always PSTC responds to your requests and we have developed Progressive Supervision Workshop. Topics include: writing effective evaluations, work style recognition, recruiting and retaining employees, rewarding excellence, managing difficult personalities, supervisory networking, professional organizations and the human side of 9-1-1 Supervision.

This class is 70% lecture and 30% practical exercise or class interaction. The perfect student is an existing Supervisor, Lead or Manager. Those working their way up the promotion ladder and communications Trainers also gain great information from this class. One of the great things about our Supervision Workshops is that we ask students to bring their work "issues" and challenges to the class for learning examples. We allow daily training time to work on agency specific issues. We don't allow our classes to become complaining seminars. We'd rather fix the problem than complain about it! Within our workshops we cover the following topics:

- The transition from line level dispatcher to Supervisor**
- Liability issues of the Supervisors**
- The work ethic of a Supervisor**
- Managing strong personalities**
- Setting expectations and core goals for the agency**
- Motivating, Counseling and Monitoring staff members**
- Evaluation for success**
- Problem Resolution**
- Hot Topics of the day!**
- Choosing your leadership or management style**
- Building your team to work with its strengths**
- Fixing problems rather than complaining about them**
- How to successfully write dispatch specific Policy and Procedure Manuals!**
- The "top 10" list of things you can use to make build the best skills**
- Building respect within your division and your agency**
- Training, Recruiting and Retention of your staff**

Instructor Info:

PSTC Instructors are all emergency communications experts that are both dispatchers and passionate Instructors. All PSTC Instructors consistently receive outstanding evaluations.

Class Location, Dates & Cost

Date: May 8, 2013

Hours: 8:30 - 4:30

Hosted by:

**Amarillo Emergency
Communications Center
in Amarillo, TX**

**For enrollment and
information go to**

www.actx.edu/cj/conferences

or email Bekki at

Bekki.mcquad@amarillo.gov

9-1-1 CARES

**We invite you to visit
our sister site at
www.911cares.com for
online shopping for 9-1-1
gifts, gears and goodies!**

PSTC Classes Sponsored by Amarillo Emergency Communications Center

Cost: \$40 per course or \$125 for all 4! (Not PRPC Sponsored)

Location: Amarillo College – West Campus, Building C, Room 112 – 6222 W. 9th Ave. – Amarillo, Texas 79106

Directions: Take I-40 to the Bell Street Exit (North). Turn right on the West 9th Avenue Loop. Go under the overpass and through the first light. The Amarillo College West Campus is on the right.

Target Audience/CEUs

All emergency communications staff and 911 dispatchers. TCLEOSE credit and general CEUs provided by Amarillo College Criminal Justice Programs. For successful completion, each program must be attended in its entirety.

Disability Notice: Any student, who because of a disabling condition may require some special arrangements in order to meet course requirements, should contact DisAbility Services (SSC 119, Phone 371-5436) as soon as possible. **Enrollment Eligibility Notice:** Students with outstanding obligations to Amarillo College may not be allowed to enroll in or complete a continuing education course until the obligations are fulfilled. Students who have received a Criminal Trespass Warning from Amarillo College will not be allowed to enroll in courses held on any AC campus unless the warning has been lifted.

Contact Information

Mail: Amarillo College
Criminal Justice Programs
PO Box 447
Amarillo, Texas 79178

Phone: 806-354-6081
Fax: 806-354-6074
www.actx.edu/cj/conferences
CriminalJustice@actx.edu

Registration Instructions

Online Registration (for credit/debit card payments only)

- 1 - Go to <https://econnect.actx.edu/>
- 2 - Select "Continuing Education"
- 3 - Click on Register and Pay for Continuing Education Classes
- 4 - Select "Criminal Justice" under Subject Area – leave everything else blank
- 5 - Click Submit, then check desired course(s), and register using a credit/debit card

Mail/FAX Registration (for all types of payment)

See Contact Information Above and Mail or Fax Registration Form Below

Course Selection

- ☐ May 6: Complacency, Cannibalism & Critical Thinking - \$40
- ☐ May 7: Mental Preparedness - \$40
- ☐ May 8: Progressive Supervision Workshop - \$40
- ☐ May 9: People First Leadership - \$40
- ☐ **ALL 4 Classes – Only \$125**

Last 4 digits of SSN or AC ID: _____ Date of Birth: _____ Gender: ___ Male ___ Female

TCLEOSE P_ID#: _____

Last Name: _____ First: _____ MI: _____

Current Address: _____

City/State/Zip Code: _____

County of Residence: _____ Residency Status: ___ Texas Resident ___ Out-of-State ___ Foreign Country

Home Phone: _____ Work Phone: _____ Cell Phone: _____

Personal E-mail: _____ Business E-mail: _____

Employer or Type of Business: _____

Ethnic Origin: (Voluntary Information – will not affect enrollment)

Are you Hispanic?: ___ Yes ___ No

What is your race? (check all that may apply):

___ White ___ American Indian or Alaskan Native ___ Black or African-American ___ Asian ___ Native Hawaiian/Other Pacific Islander

I CERTIFY THAT THE INFORMATION GIVEN ABOVE IS COMPLETE AND CORRECT.

Date: _____ Signature: _____

Method of Payment: ___ Cash ___ Check ___ Money Order ___ Visa ___ Master Card ___ Discover ___ Company Letter of Billing

Credit Card #: _____ **Expiration Date:** _____ **Sec. Code:** _____

Authorized Signature: _____

Bill To: _____

P.O. #: _____ (Please include Letter of Billing or Copy of P.O.)