



People First Leadership



May 9, 2013 Amarillo, Texas

People First Leadership - This is PSTC's take on Leadership, Inspiration and Motivation and how to apply it within your emergency communications center. Too many supervisory and management classes focus on theory with no real life application. We believe in teaching the theory but taking the time to illustrate how you can apply your new knowledge to managing or supervising public safety communications personnel.

Here are just a few topics that we cover in this fantastic seminar:

- How do you develop and define your leadership style?, Motivation, inspiration and the realities of a 24/7 operation, Building synergy within your team, Risk management, breaking news and in-service training resources, Case studies of failure and how to avoid embarrassing, costly or unprofessional outcomes.
- We talk about traits and styles that help you understand the essentials of "people first management". A partial list of traits we discuss includes integrity, setting goals, communicating effectively, setting a vision, leading by example, setting expectations for the team, appreciating and acknowledging progress and excellence, showing team members how to work beyond their own self-interests, providing support for your team, when to be an advocate, when to use discipline and how to "groom" future leaders.
- PSTC Instructors love taking pervasive problems within the emergency communications field and tackling them head on. Do any of these issues challenge your agency? Team Conflict, Bad Behavior, Poor Performance, Managing "Renegades", Reducing Sick Leave, Issuing Warnings and Setting Goals, Rumors, Negativity and Being an Effective Leader. Oh ya, you're going to walk away with a ton of usable information at the end of the day.

This class is fantastic for any new or existing lead, supervisor or manager. Many agencies use this class in conjunction with our Progressive Supervision workshop to prepare future leaders for their new position and we receive rave reviews from existing supervisors and managers that say "I wish I had all of this knowledge years ago".

We hope to see you attend this seminar soon. If you would like to host this class in your region, please call PSTC or e-mail Kevin@pstc911.com

Instructor Info:

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



Class Details

Date: May 9, 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.mcquay@amarillo.gov**

9-1-1 CARES

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

ALL PSTC CLASSES COUNT TOWARDS YOUR NAED IN-SERVICE TRAINING REQUIREMENTS! See www.pstc911.com for details.

Public Safety Training Consultants PO Box 5508 Redwood City, CA 94063 650-591-7911 Fax 650-591-8911 Fed ID 82-

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.)