



# 2023 North Carolina Public Safety Communications Conference

## Schedule of Events

### Sunday, April 30, 2023

- 7:30am – 5:00pm**      **Registration Open**
- 8:30am – 5:00pm**      **Pre-Conference Classes**  
Active Assailants (*Tony Harrison*)  
Improving Service to Callers with Disabilities (*Michelle Kerr*)  
A Victim's Plea: Meeting Expectations (*Nathan Lee*)
- 4:00pm – 5:00pm**      **Conference Volunteer Meeting**
- 7:30pm – 9:00pm**      **BINGO and Networking Event**

### Monday, May 1, 2023

- 9:30am – 5:00pm**      **Registration Open**
- 8:30am – 9:30am**      **Opening Breakfast: Keynote “The Power of Choice”** (*Nathan Lee*)
- 9:30am – 11:30am**      **Opening Super Session: “Cooling Burnout”** (*Andrew Holter*)
- 11:30am – 1:00pm**      **Lunch** (On Your Own)
- 1:00pm – 2:45pm**      **Exhibit Hall Speed Dating Event for Agency Decision Makers**
- 1:00pm – 2:45pm**      **Education Breakout Sessions**
- | <u>Target Audience</u> | <u>Session Name / Presenter</u>                       |
|------------------------|---|
| Trainers               | How to Not Burnout a Trainer ( <i>Cassie Sexton</i> ) |
| Supervisor or Manager  | Feedback is Your Friend ( <i>Halcyon Frank</i> )      |
| Telecommunicator       | Peer Support ( <i>Monica Howard</i> )                 |
- 3:00pm – 5:00pm**      **Exhibitor Hall Grand Opening + Exclusive Hours**
- 5:00pm – 8:00pm**      **Exhibitor Hall Reception** (*Networking + Cornhole Tournament*)

### Tuesday, May 2, 2023

- 8:00am – 5:00pm**      **Registration Open**
- 9:00am – 1:00pm**      **Exhibitor Hall Open**
- 9:00am – 4:00pm**      **NC SUN Meeting**
- 8:30am – 9:45pm**      **Education Breakout Sessions**
- | <u>Target Audience</u> | <u>Session Name / Presenter</u>  |
|------------------------|--|
| Trainers               | Are You Ready to Train? ( <i>Jennifer Ethridge</i> )                   |
| Supervisor or Manager  | Hire the Right Person, Not the Right Now Person ( <i>Jon Goldman</i> ) |
| Telecommunicator       | The Path to Calm ( <i>Melissa Lounsbury</i> )                          |

<b>10:15am – 11:30am</b>	<b>Education Breakout Sessions</b>
<u>Target Audience</u>	<u>Session Name / Presenter</u>
Trainers	Training for Success ( <i>Doug Showalter</i> )
Supervisor or Manager	Project Management – Keys to Success ( <i>Christopher Cooper</i> )
Telecommunicator	Campus Communication: The Method Behind the Madness ( <i>Dennette Lilly</i> )
<b>11:30am – 1:00pm</b>	<b>Lunch</b> (On Your Own)
<b>1:00pm – 2:15pm</b>	<b>Education Breakout Sessions</b>
<u>Target Audience</u>	<u>Session Name / Presenter</u>
Technical	Machine Engagement ( <i>Terry Burnsworth</i> )
Trainers	Feedback Fluency ( <i>Valerie D'Intino</i> )
Supervisor or Manager	Leadership – It Might Not Be What You Think ( <i>Bonnie Maney</i> )
<b>2:30pm – 3:45pm</b>	<b>Education Breakout Sessions</b>
<u>Target Audience</u>	<u>Session Name / Presenter</u>
Technical	Using Z-axis & Indoor Location ( <i>Susan Nelson</i> )
Supervisor or Manager	Public Expectation and the Evolution of 911 ( <i>Josh Robinson</i> )
Telecommunicator	Doing Time in Dispatch ( <i>Doug Showalter</i> )
<b>4:00pm – 5:00pm</b>	<b>Education Breakout Sessions</b>
<u>Target Audience</u>	<u>Session Name / Presenter</u>
Telecommunicator	Leadership: Unlocking Potential ( <i>Jennifer Ethridge / Rodney Dancey</i> )
Telecommunicator	Are You Okay? Are You Really Okay? ( <i>Connie Gartin</i> )
Telecommunicator	Finding Your Purpose and Keeping It ( <i>Cassie Sexton</i> )

## Wednesday, May 3, 2023

<b>7:00am – 9:00pm</b>	<b>Registration Open</b>
<b>8:00am – 9:15am</b>	<b>Yoga and Wellness Resources</b> ( <i>Susan Nelson</i> )
<b>9:30am – 11:30am</b>	<b>Education Super Sessions</b>
<u>Target Audience</u>	<u>Session Name / Presenter</u>
All	Why They Stay ( <i>Tanya Lee</i> )
All	Are You Ready for Leadership? ( <i>Jamar Whitaker</i> )
All	The Next Generation of 9-1-1 ( <i>Jon Goldman</i> )
<b>11:30am – 1:00pm</b>	<b>Lunch</b> (On Your Own)
<b>1:00pm – 2:00pm</b>	<b>North Carolina APCO Chapter Meeting</b>
<b>2:00pm – 3:00pm</b>	<b>North Carolina NENA Chapter Meeting</b>
<b>6:00pm – 8:00pm</b>	<b>Closing Banquet and Awards Ceremony</b>