

# THRIVING AND SURVIVING CHANGE IN 9-1-1

*Practical strategies to adapt, embrace change, and empower yourself and your team in today's fast-evolving public safety environment.*

1-HOUR CONFERENCE SESSION, KEYNOTE ADDRESS

After reading the best-selling book, "Who Moved My Cheese" I pondered, why do people generally blame others for moving their cheese, maybe we just need to learn to move our own cheese. Considering the ever-changing environment of 9-1-1, we all need to rely on our ability to adjust and adapt to these new challenges.

From advancing technology to multi-generational teams, the challenges of modern public safety communications demand flexibility, creativity, and proactive leadership. By empowering both tenured professionals and newcomers to embrace change, this session equips participants to not just adapt—but thrive—in the dynamic 9-1-1 environment.

Showalter & Company blends proven private-sector practices with public safety training to deliver practical strategies that empower all 9-1-1 professionals to take charge, move their own cheese, and lead with confidence

## Learning Objectives

1. Understand the Impact of Change in 9-1-1 - Explore how evolving technology, shifting demographics, and emerging leadership needs are reshaping the 9-1-1 landscape—and why adaptability is critical.
2. Embrace and Lead Through Change - Learn practical tools and mindset shifts to help both seasoned and new team members not just accept change but lead through it with confidence.
3. Bridge Private-Sector Practices into Public Safety - Discover how proven business strategies can be integrated into 9-1-1 operations to improve training, performance, and long-term leadership development.

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