



JOIN US September 11 & 12 SUPERVISOR & LEADERSHIP 9-1-1 COMMUNICATIONS TRAINING



HOSTED BY
TRAINING LOCATION

Bentonville Emergency Communications Center
Bentonville Police Department
908 SE 14th Street
Bentonville, AR 72712

COURSE DESCRIPTION: Onsite Supervisor Advanced Leadership Development training, with curriculum focused on 9-1-1 Communications, developing new supervisors, and updating best practices training for experienced supervisors & management. This Advanced Supervisor Course is an interactive workshop that approaches the supervisory role in a problem-based, practical manner and requires a high degree of classroom participation. **This course is a hands-on approach to coaching, counseling and preparing our supervisors for Leadership in Communications.**

Weds, Sep 11 8:00a – 4:30p Day 1 of 2 Days

Training for those who want to grow into being a supervisor, those who are NEW supervisors, and an excellent 2019 refresher course for existing supervisors and management teams.

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| Roles and Responsibilities of the Supervisor | Best Practices: Duties of the Supervisor |
| Making the Transition as a promotion or newly hired | Supervisor Effectiveness; Team Building |
| Developing Employees; Coaching Techniques | Listening & Motivating |
| Decision Making | Communications challenges |
| Overcoming barriers to good performance | |

Thurs, Sep 12 8:00a – 4:30p Day 2 of 2 Days

This course focuses on effective & ineffective 2019 supervisor communications, coaching styles, understanding underlying factors/ multiple generations / seeing individuals from a different perspective, recognizing motivators, reducing tension & intimidation, leadership by example, and growing accountability.

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| Effective Communications | Ineffective areas and how to avoid |
| Techniques for Being a Successful <i>Seasoned</i> Supervisor | Understanding People |
| Signs of Poor Performance & Attitude | |
| Conflict management & Difficult Conversations | |
| Feedback, coaching and counseling: multiple generations | |
| Verbal & Nonverbal communications; Body Language | |



TUITION: \$ 345 per student
FOUR STUDENTS \$1250

[Click Here to RSVP](#)

*If you start off on the right foot, you are already
headed in the right direction....*



ABOUT MOETIVATIONS: We are a **Public Safety dedicated** professional services organization; a team of 9-1-1, CAD, Dispatch, Technology and Operations **subject matter experts**. Our training programs are delivered by 9-1-1 professionals, PSAP leaders and dispatchers who have 25+ years of policy and team management experience. Moetivations, Inc quickly became known for its dedication to solving the never-ending challenges **for the people of 9-1-1, Sheriffs, Police, Fire, and EMS**. We inspire new staff and old, apply humor and real-world examples... encouraging responders to thrive, problem solve and become change agents.

10288 W. Chatfield Ave; Ste 306, Littleton, CO 80127
OFFICE (303) 993-7850
TRAINING DEPT (720) 667-4448 www.moetivations.com