Leadership & Accountability

POST-Certified · 4-Hour Course · Live Virtual · 0800 – 1200 PST

Tuesday, August 18, 2026
0800 – 1200 PST · Live Virtual
CCN 1301-10040-26-001

Monday, November 9, 2026
0800 – 1200 PST · Live Virtual
CCN 1301-10040-26-002

COURSE DESCRIPTION

This course equips public safety dispatchers, supervisors, and trainers with the tools to lead with integrity and sustain accountability across their communications centers. Participants examine leadership styles, ethical decision-making frameworks, and strategies for building a culture of ownership and professional responsibility through facilitated discussion and scenario-based activities.

LEARNING OBJECTIVES

01 Identify leadership styles and their impact on team performance.

02 Apply accountability frameworks to daily dispatch operations.

03 Develop strategies for building a culture of professional responsibility.

COURSE TOPICS

- Leadership Styles and Self-Assessment
- Ethical Decision-Making Frameworks
- Building a Culture of Accountability
- Performance Standards and Expectations
- Effective Feedback and Coaching
- Succession Planning and Team Development

TUITION
$199 per attendee

REIMBURSEMENT
Eligible for CalOES ATA

Kim Turner
Founder & President

33+ years in public safety communications. Former 9-1-1 Communications Administrator overseeing 225 staff across two PSAPs, San Bernardino County Sheriff's Department. Published researcher. MPA (USC), MS Justice Studies (SJSU), ENP/CMCP.

Chief Sean Hadden (Ret.)
Senior Instructor

34 years in law enforcement. Retired Chief of Police, Murrieta PD, commanding 103 sworn and 80+ civilian staff. Graduate, Senior Management Institute for Police (PERF) and LAPD Leadership Program. M.A. Management, B.A. Organizational Leadership.