

ADVANCED TRAINING OFFICER FOR RECORDS AND DISPATCH



This course is specifically for Records technicians, clerks, and trainers. It equips training officers with the knowledge and skills necessary to effectively train and mentor new hires.

By exploring learning styles, studying method and adult learning theories participants will gain a comprehensive understanding of how to tailor their training programs to the unique needs and preferences of Generation Z learners. Through interactive activities and practical applications, participants will be well-prepared to foster a supportive learning environment that maximizes the potential of trainees.

Friday, June 13, 2025
0800-1700

Ontario PD
2500 S. Archibald Ave
Ontario, CA 91761

POST CCN: 1301-00190-24-002
Students receive 8-hours CPT credit.
Tuition: \$249

Instructor Bio:
Mandi Runnells



With 19 years of experience in the industry, from Records Technician to Communications Manager and Records Manager. I am passionate about helping professional staff leaders within law enforcement succeed and grow. As a seasoned instructor with expertise in areas such as CLETS, adult learning concepts, leadership, and more, I have held various positions and actively participate in conferences and legislative initiatives. As the current California National Emergency Number Association (CALNENA) President and cofounder of 9-1-1 Goes to Sacramento, I am dedicated to providing continued training and education for our profession, driven by my two beautiful girls and the belief that millennials can accomplish their goals through hard work and perseverance.



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