



Your New Hires Aren't Learning the Way You Were Trained.

This course gives you the tools to close the gap.

ADVANCED TRAINING OFFICER FOR 9-1-1 DISPATCH & RECORDS

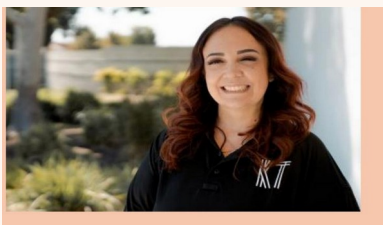
Gen Z learns differently. They process information faster, expect immediate feedback, and disengage from lecture-heavy formats.

Are you putting in the work but not seeing the results you expect? Are you committed to holding standards but finding that trainees aren't retaining what they need?

You are not alone. This one-day, POST-certified course equips CTOs, Records Trainers, and Clerks with proven strategies rooted in adult learning theory, modern study methods, and generational learning styles. Walk away with a structured, adaptable approach to training that meets new hires where they actually are.

"She made me feel like a lot of what I go through as a trainer is normal. It was great to see how other agencies handle the same challenges."

— Past Student



YOUR INSTRUCTOR

MANDI RUNNELLS

20 years in law enforcement across 9-1-1 dispatch and Records. CLETS expert. Current CALNENA President and cofounder of 9-1-1 Goes to Sacramento. Real, relatable, and invested.

DATE	August 21, 2026 0800–1700 Hours
LOCATION	Milpitas Police Department 1275 N Milpitas Blvd, Milpitas, CA 95035
POST	CCN# 1301-00190-26-002 Plan NA 8 Hours CPT
TUITION	\$299 Eligible for CalOES ATA Reimbursement

REGISTER NOW | SEATS ARE LIMITED

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