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A KIM TURNER LLC COURSE

# MANAGING GENERATIONS



This course explores working with and supervising different generations in a public safety communications center with specific emphasis on recruiting, training and retaining Millennials and preparing for the future with Gen Z.

A very basic review of wellness is also included in the course as it is imperative we understand the dynamics of stress and create healthy habits to ensure our longevity in our 9-1-1 careers.

- *Describe the general composition of generations.*
- *Identify and construct recruitment plans for generations.*
- *Discovering retention methods for Millennials in the workplace.*
- *Preparing the workplace for Generation Z.*



Presented by Kim Turner

**ONLINE**

**October 20, 2025**  
**1100-1500 PST**

**CCN# 1301-31025-25-001**  
**POST PLAN NA | 4 HOURS CPT**  
Eligible for CalOES ATA Reimbursement

**Additional Certifications:**  
**Michigan TKT2024-3512**  
**STC 3184114**  
**Tuition \$199**



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