
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.*



LIVE ONLINE

Monday, February 23, 2026

0800-1200 PST

CCN# 1301-31025-25-003

POST PLAN NA | 4 HOURS CPT

Eligible for CalOES ATA Reimbursement

Additional Certifications:

Michigan TKT2024-3512

STC 3184114

Tuition \$199



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