



A KIM TURNER, LLC COURSE

COMPLACENCY & CRITICAL DECISION-MAKING

This focused course tackles the real challenges within today's 9-1-1 dispatch centers. It examines how complacency, poor communication, and weak decision-making can impact performance, and provides practical tools to strengthen accountability, teamwork, and professional judgment when it matters most.



Kim Turner is a nationally respected authority in 9-1-1 communications and leadership with over 33 years of experience. As Founder and President of Kim Turner, LLC, she leads *Complacency and Critical Decision-Making*, a course designed to challenge dispatchers to think critically, uphold professional standards, and maintain excellence in every call and decision they make.

IN PERSON COURSE
WEDNESDAY, APRIL 29, 2026

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EAST SUB-STATION
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