

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 while preparing the workplace for Generation Z. Designed for 9-1-1 first responders and professional staff at every level.



YOUR INSTRUCTOR

Kim Turner

Founder & President, Kim Turner, LLC

33+ years in public safety communications. Former 9-1-1 Communications Administrator overseeing 225 staff across two PSAPs for the San Bernardino County Sheriff's Department. Co-published peer-reviewed researcher on dispatcher stress. Holds an MPA (USC), MS in Justice Studies (SJSU), BA in Communications (LMU), and ENP/CMCP credentials.

WHAT YOU WILL LEARN

Generational Cohorts

Understand the defining experiences, values, and work expectations of Traditionalists, Baby Boomers, Gen X, Millennials, and Gen Z working side by side in your center.

Recruitment Strategies

Build generation-specific recruitment plans that speak to each cohort's motivations, from purposeful impact for Millennials to individualism and diversity for Gen Z.

Training & Retention

Discover why Millennials average four jobs before 32 and develop retention strategies focused on workplace environment, autonomy, and online-forward training methods.

Preparing for Gen Z

Navigate the future workforce: gender fluidity, diversity of thought, digital-native communication preferences, and what Gen Z expects from public safety employers.

Wednesday, October 28, 2026

CCN 1301-31025-26-001

TUITION

\$199

DURATION

4 Hours

TIME

0800-1200 PST

CERTIFICATION

POST-Certified

REIMBURSEMENT

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