

# The Public Safety Group

Presents

## MICHIGAN NENA & APCO's TELECOMMUNICATOR FALL TRAINING

Oakland Community College 2900 Featherston Rd. Auburn Hills, MI 48326 Class 8:00-4:00

**Instructor: Tony Harrison** 

#### November 7 – Customer Service - SNC#PSI201309B

Topics Include: Identifying customers, your role in providing high level of service, customer expectations, dealing with difficult callers, defusing anger, responder relations, Community Oriented Policing, how to provide high levels of service.

#### November 8 – Lead Follow or get out of the way - SNC#PSI201603C

The communications center needs more leaders from all levels of the organization. This class is designed to provide leadership skills to employees at all levels of the organization. Topics include: What is management, what is leadership, traits of a leader, respect, professionalism, meeting employee needs, the next generation, positive leadership, commitment, goals & servant leadership.

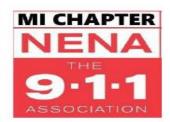
#### To Register: Click the following Link:

 $\frac{https://docs.google.com/forms/d/e/1FAIpQLScXOZH9H49gd98eTuCkSsJM3vDNkxnKfgEG1Nwnm}{OuvE3wAJQ/viewform?usp=pp\_url}$ 

### Cost for Each Class is \$250.00 per day.

\*\* See the Chapter websites for Cancellation Policy \*\*





This training is arranged by the Michigan Chapters of NENA & APCO