



# 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:**

[https://docs.google.com/forms/d/e/1FAIpQLScXOZH9H49gd98eTuCkSsJM3vDNkxnKfgEG1NwnmOuvE3wAJQ/viewform?usp=pp\\_url](https://docs.google.com/forms/d/e/1FAIpQLScXOZH9H49gd98eTuCkSsJM3vDNkxnKfgEG1NwnmOuvE3wAJQ/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*