



2026 Telecommunicator Training Symposium

Event Schedule

Monday, November 9, 2026

Time	Salon AB	Salon C
8:00 AM – 12:00 PM	Registration Open	
9:00 AM – 10:00 AM	Making An Impact Without Moving Up the Ladder: Leadership Without Rank DeeAnna Fairley	Civility in the Comm Center – Why Are We So Mean?! Jeryl Anderson
10:15 AM – 11:15 AM	I Am Their Leader...Who Approved This? Jennifer Ethridge	Your Next Telecommunicator Is Already In High School: Building Tomorrow's 911 Workforce Liz Everridge
11:30 AM – 1:00 PM	Opening Luncheon	
1:00 PM – 4:00 PM	Registration Open	
1:00 PM – 2:00 PM	Don't Shout Yourself Stephen Sutton and Ryan Chambers	Someone to Sit Beside You: Understanding 911 Peer Chaplains and the NC APCO ANCHOR Team Morrissa Ahl-Moyer
2:15 PM – 3:15 PM	Out of the Shadow: Creating Your Own Path in Public Safety Lisa Rhew	A Life on the Line: Compassion Fatigue in Emergency Communications Joshua Johnson
3:15 PM – 3:45 PM	Afternoon Break	
4:00 PM – 5:00 PM	Addicted to Chaos – Learning to be Comfortable in the Quiet Cassie Sexton	At the Console: Real-Time Stress Reduction Tools for Telecommunicators Christina and Marc Pruitt
6:30 PM – 7:30 PM	Dinner	
7:30 PM – 11:30 PM	Evening Networking — Games, DJ and Socializing Salon ABC	



2026 Telecommunicator Training Symposium

Event Schedule

Tuesday, November 10, 2026

Time	Salon AB	Salon C
8:00 AM – 12:00 PM	Registration Open	
9:00 AM – 10:00 AM	I'm Not Crazy, I'm Sick! Connie Gartin	Well This is Awkward Lisa Kociolek
10:15 AM – 11:15 AM	Recipe for Success Jennifer Ethridge	That's Not My Job Stephen Sutton
11:30 AM – 1:00 PM	Lunch	
1:00 PM – 4:00 PM	Registration Open	
1:00 PM – 2:00 PM	Operational Control in Crisis: 911 Response to Active Assailant Events Harrison Hall	You Been Served Connie Gartin
2:15 PM – 3:15 PM	NC State Highway Patrol – We Are in This Thing Together Cedric Thomas	Trauma and Spirituality for the TC Desmond N. Williams
3:15 PM – 3:45 PM	Afternoon Break	
4:00 PM – 5:00 PM	More Than A Voice: Understanding the Mental Demands of 911 Dispatch Shaye Latham	Compassion Under Pressure Jeri Phillips and Jessica Hutchens
6:30 PM – 7:30 PM	Dinner	
7:30 PM – 11:30 PM	Evening Networking — DJ and Contests Salon ABC	



2026 Telecommunicator Training Symposium

Event Schedule

Wednesday, November 11, 2026

Time	Salon AB	Salon C
8:00 AM – 11:00 AM	Registration Open	
9:00 AM – 10:00 AM	The Tribe Has Spoken: Building Better Teams Through Connection, Culture and Community Service Rebecca A. Connors, Rene Etheridge and Oliva Williams	Unmasking: Overcoming Imposter Syndrome in 911 Cassie Sexton
10:15 AM – 11:15 AM	Trauma Goggles Morrissa Ahl-Moyer	The Dangers of Dedication: When Commitment to the Job Comes at a Personal Cost Layla Armstrong
12:00 PM – 1:30 PM	Closing Luncheon Salon ABC	