



TELECOMMUNICATOR TRAINING SYMPOSIUM

November 1-6, 2024

Monday, November 4, 2024

8:00am – 12:00pm **Registration Open**

9:00am – 10:00am **Education Sessions:**

“Human Factors in Emergency Communications”

Salon AB – Presented by Amanda Winans

“Overcoming Workplace Drama”

Salon C – Presented by Jeryl Anderson

10:15am – 11:15am **Education Sessions:**

“Triggers, Trauma, and Telecommunicators: A Journey of Holistic Wellness”

Salon AB – Presented by Brandi Powell

“Ripple Effect: How Our Attitude Impacts the Workplace”

Salon C – Presented by Stephen Sutton

11:30am – 1:15pm **Opening Luncheon**
Presented by **Southern Software**

1:00pm – 4:00pm **Registration Open**



SOUTHERN SOFTWARE, INC.
an employee-owned company



TELECOMMUNICATOR TRAINING SYMPOSIUM

November 1-6, 2024

1:00pm – 2:00pm

Education Sessions:

“Making Your Training Program Work”

Salon AB – *Presented by Lisa Kociolek*

“I Don’t Like You Either”

Salon C – *Presented by Morrissa Ahl-Moyer*

2:15pm – 3:15pm

Education Sessions:

“Out of the Darkness: Back Into the Light”

Salon AB – *Presented by Lisa Rhew*

“A Conversation on Change Management”

Salon C – *Presented by Christine Moore & Michel Dunkwu*

3:15pm – 3:45pm

Afternoon Break

4:00pm – 5:00pm

Education Sessions:

“Handling Suicidal Callers and the Subsequent Stress”

Salon AB – *Presented by Megan Baker*

“How Not to Get Sued – Part 2”

Salon C – *Presented by Connie Gartin*

6:30pm – 7:30pm

Dinner (*Included with Registration*)

7:00pm – 11:00pm

Evening Networking: Games and DJ

DJ Presented by **Horizon Consoles**





TELECOMMUNICATOR TRAINING SYMPOSIUM

November 1-6, 2024

Tuesday, November 5, 2024

8:00am – 12:00pm **Registration Open**

9:00am – 10:00am **Education Sessions:**

“Resiliency in 9-1-1”

Salon AB – *Presented by Marquetta Ricks*

“Self-Awareness As a Leadership Tool: Learning How to Check Yourself Before You Wreck Yourself”

Salon C – *Presented by T’airra Whitis*

10:15am – 11:15am **Education Sessions:**

“Grace Under Fire: Being Kind in an Unkind Environment”

Salon AB – *Presented by Brandi Powell*

“Be the Person You Want to Work With”

Salon C – *Presented by Jennifer Ethridge*

11:30am – 1:00pm **Lunch** (*Included with Registration*)

1:00pm – 4:00pm **Registration Open**





TELECOMMUNICATOR TRAINING SYMPOSIUM

November 1-6, 2024

1:00pm – 2:00pm

Education Sessions:

“Living with PTSD: A Former 911 Dispatcher’s Perspective”

Salon AB – *Presented by Wendy Bundy*

“A Call for Help Unanswered”

Salon C – *Presented by Morrissa Ahl-Moyer*

2:15pm – 3:15pm

Education Sessions:

“Overcoming Poor Leadership”

Salon AB – *Presented by Michael Dunkwu*

“90 Days In”

Salon C – *Presented by Stephen Sutton*

3:15pm – 3:45pm

Afternoon Break

4:00pm – 5:00pm

Education Sessions:

“Building Bridges: Connecting 9-1-1 to the Heart of the Community”

Salon AB – *Presented by Jessica Hutchens & Jeri Phillips*

“Introduction to Radio for Dispatch: What is Behind the Console?”

Salon C – *Presented by Neil Hordon*

6:30pm – 7:30pm

Dinner *(Included with Registration)*

7:00pm – 11:00pm

Evening Networking: DJ and Contests

DJ Presented by **Horizon Consoles**





TELECOMMUNICATOR TRAINING SYMPOSIUM

November 1-6, 2024

Wednesday, November 6, 2024

8:00am – 12:00pm **Registration Open**

9:00am – 10:00am **Education Sessions:**

“How to Train Like Someone’s Life Depends on It”

Salon AB – *Presented by Samantha Hawkins*

“Maintaining Health & Wellness in the Hot Seat”

Salon C – *Presented by Wendy Bundy*

10:15am – 11:15am **Education Sessions:**

“Worst Case Scenario: Leveraging AI in 9-1-1”

Salon AB – *Presented by Brandi Powell*

“Surviving Dispatch”

Salon C – *Presented by Connie Gartin*

12:00pm – 1:30pm

Closing Luncheon (*Included with Registration*)

Presented by **SafeZone by CriticalArc**



SafeZone
by criticalarc