



2025 TELECOMMUNICATOR TRAINING SYMPOSIUM

December 1-3, 2025 | Greensboro, NC

Monday, December 1, 2025

Event Schedule

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

9:00am – 10:00am **Educational Session – Salon AB**
“Leading From Where You Are”
Presented by T’airra Whitis

Educational Session – Salon C
“Stuck Between a Joke and the Hard Place”
Presented by Stephen Sutton

10:15am – 11:15am **Educational Session – Salon AB**
“The Psychology of Domestic Violence and the Role of the Telecommunicator”
Presented by Jason Long

Educational Session – Salon C
“Broken Crayons Still Color”
Presented by Deeanna Fairley

11:30am – 1:00pm **Opening Luncheon**

1:00pm – 4:00pm **Registration Open**

1:00pm – 2:00pm **Educational Session – Salon AB**
“After the Air Goes Silent”
Presented by Megan Baker

Education Session – Salon C
“The F’s in Public Safety”
Presented by Josh Robinson

2:15pm – 3:15pm **Educational Session – Salon AB**
“Coaching the Next Generation”
Presented by Megan Baker

Educational Session – Salon C
“Collaborative Training”
Presented by Lisa Kociolek & Tracy LaCassia

3:15pm – 3:45pm **Afternoon Break**

4:00pm – 5:00pm **Educational Session – Salon AB**
“Juggling Homelife and Work”
Presented by Lisa Rhew & Morrissa Moyer

Find the latest Symposium updates at www.tcsymposium.org

Updated 12/01/2025

Educational Session – Salon C
“From Recruit to Responder”
Presented by Jeri Phillips & Jessica Hutchens

6:30pm – 7:30pm Dinner

7:30pm – 11:30pm Evening Networking
Games, DJ, Socializing

Tuesday, December 2, 2025

8:00am – 12:00pm Registration Open

9:00am – 10:00am Educational Session – Salon AB
“Every Call Counts: Make Sure They Do”
Presented by Jennifer Ethridge

Educational Session – Salon C
“It’s a Different World”
Presented by Jason Long

10:15am – 11:15am Educational Session – Salon AB
“Leading From Where You Are”
Presented by T’airra Whitis

Educational Session – Salon C
“Liability and YOU: Protecting Yourself in the Comm Center”
Presented by Jeryl Anderson

11:30am – 1:00pm Lunch

1:00pm – 4:00pm Registration Open

1:00pm – 2:00pm Educational Session – Salon AB
“PTSD/Suicide – First Responders”
Presented by Jason Long

Educational Session – Salon C
“When the Rain Does Not Stop”
Presented by Connie Gartin

2:15pm – 3:15pm Educational Session – Salon AB
“Gas Lighting Your Boss”
Presented by Morrissa Moyer

Educational Session – Salon C
“Stuck Between a Rock and a Hard Place”
Presented by Stephen Sutton

3:15pm – 3:45pm Afternoon Break

- 4:00pm – 5:00pm** **Educational Session – Salon AB**
“You Got the Promotion”
Presented by Jennifer Ethridge
- Educational Session – Salon C**
“From Recruit to Responder”
Presented by Jeri Phillips & Jessica Hutchens
- 6:30pm – 7:30pm** **Dinner**
- 7:30pm – 11:30pm** **Evening Networking**
DJ, Contests, Socialization

Wednesday, December 3, 2025

- 8:00am – 11:00am** **Registration Open**
- 9:00am – 10:00am** **Educational Session – Salon AB**
“Dealing with Workplace Conflict”
Presented by Jason Long
- Educational Session – Salon C**
“NCCMP Class”
Presented by Morrissa Moyer
- 10:15am – 11:15am** **Educational Session – Salon AB**
“Ethics for Dispatch”
Presented by Connie Gartin
- Educational Session – Salon C**
“Broken Crayons Still Color”
Presented by Deeanna Fairley
- 12:00pm – 1:30pm** **Closing Luncheon and Ugly Christmas Sweater Contest**