

EDUCATION SESSION DESCRIPTIONS

“Critical Thinking Skills”

Presenter: Stephanie Conner, CPE

This presentation is about using critical thinking skills along with your EMD or other protocols. It's easy to get lost in the "questions" and forget how to maneuver through calls. This course will provide tools for the TC to use when they face these situations.

“Professionalism in Written Communications”

Presenter: Monee Dwiggin

This is NOT your high school English lesson! A unique and informative look at the importance of maintaining professionalism in all aspects of your job - including your written communications.

“The Future PSAP, Managing the Data from NG911 and FirstNet”

Presenter: Neil Horden

NG911 opens the opportunity for incoming calls to include rich content, such as, voice, text and video. Likewise, FirstNet will allow dispatch communications to include voice, text and video to and from the field. The intersection of these two advances is an almost unfathomable increase in amount of information flow PSAPs must handle. This session introduces this important topic, and provides a framework for discussion.

“Are You Ready to Train?”

Presenter: Jennifer Ethridge

Do you have what it takes to teach a new telecommunicator? Maybe all you really need is a sandwich, some Kool-Aid and puzzle.

“Ransomware – The Communications Center is Under Attack”

Presenter: Jamison Sears

In March of 2018, Davidson County 911 was hit with ransomware during the middle of the night. This cyber-security attack compromised multiple aspects

of the communications center. During this session, we will talk about how the communication center continued functioning during the attack.

“Where Have the Years Gone?”

Presenter: Joni Grubb

Talking openly and candidly about being the older generation. This session will discuss maintaining skills and abilities while also working with younger generations and is open to participants of all ages.

“Finding Closure: Participating in the CISD Process”

Presenter: Rodney Dancy

Students will learn the basics of the Critical Incident Stress Management (CISM) Program and the benefits of attending a Critical Incident Stress Debriefing after a “bad” call or incident has occurred. The participants will be given some insight as to why this process was developed and how the process works. This will be facilitated using both lecture style instructing and group participation.

“QA/QI: The Dreaded Q”

Presenter: Travis Essic

It is not always about the big, bad “Q” being out to get you! During this session, we will talk about difference between QA/QI and the importance of a good QA/QI Program as well as its benefits to the Telecommunicator.

“I Don’t Like You Either”

Presenter: Morrissa Ahl-Walters

Bertha Better than you, Negative Nancy, Bob the Bully. Admit it; you just recognized people you work with in your Comm Center. Or could this be describing you? Let’s have an honest talk about our “problem children” and find ways to overcome the obstacles and seize the opportunities within the Comm Center.

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SHP Information Session – “Working Together”

Presenter: Cedric Thomas

The North Carolina Highway Patrol has statewide jurisdiction in all 100 counties in NC. Many of the municipalities that our five Communications Centers assist on a daily basis are unaware of the resources that we have available to aid them and their agency. This session will provide these agencies with an overview of the resources we have available and how to request them during emergency situations and critical events.

“Decreased Distraction: Increased Performance”

Presenters: Travis Essic; Grayson Gusa, RPL

During this session, we will talk about how decreasing and avoiding distractions in the communications center can improve and maximize everyday performance by the Telecommunicator in a mission critical environment.

“I Can’t Wait to be an Addict”

Presenter: Morrissa Ahl-Walters

I can't wait to be an addict...said no one ever. But don't think this can't happen to you. Learn how treating PTSD, Depression, and other illnesses on your own can lead to a potentially deadly mix of alcohol and pills. Welcome to the secret syndrome of Public Safety Addiction - Let's air out this issue and discuss ideas to help each other.

“Not Your Ordinary Customer Service”

Presenter: Jennifer Ethridge

What does toothpaste, a Q-Tip, a water bottle and a duck have to do with customer service anyway?

“9-1-1 Therapy Dogs”

Presenter: Mark Reavis

Journee, the Goldendoodle and her handler will be delivering a motivational and engaging session. It is guaranteed to be PAWSOME! Come learn about the importance of allowing therapy dogs in your center!

You'll learn about the many benefits and just how easy it is to get involved! It's time for smiles and laughter, as we bring these trained dogs into centers across the nation! Employees are much more efficient and productive when they are happy! You have one of the most stressful careers in the world. Journee wants to give back and thank you for all your hard work! Come hang out with Journee and be part of something special!

“It’s Not You, It’s Me – Breaking Up the Negativity”

Presenter: Elizabeth Poole

Do you often find yourself getting frustrated with negativity in your Comm Center? Are others making your shift miserable? This class will discuss behaviors that contribute to negative atmospheres and ways to encourage a more positive working environment. Upon completion, you might just find that you may be contributing more negativity than you realized. Come be challenged for self-reflection and leave prepared to recalibrate your work behaviors.

“Just Tell Me Which Button to Push: 9-1-1 How It Works”

Presenter: Crystal McDuffie

Do you remember when you were trained which buttons to push to talk on the radio, answer the telephone, enter an incident? It really is more than just knowing what button to push! Public Safety Emergency Communications Centers rely heavily on modern technologies to provide effective and efficient service whether to a citizen or a responder. This class introduces the student to common technologies found inside a communication center and provides the basic “how it works” for these components. If you are or are considering becoming a training officer or supervisor, this class is for you! Or maybe you just like to know how stuff works!