



SCHEDULE OF EVENTS

MONDAY, APRIL 29, 2009

7:30am – 8:15am	Registration Desk Open	
8:30am – 10:00am	Opening Breakfast	
10:00am – 12:00pm	Registration Desk Open	
10:00am – 12:00pm	Educational Super Session <i>(Presentation Title TBA)</i>	
12:00pm – 1:00pm	Lunch (On Your Own)	
1:00pm – 4:00pm	Registration Desk Open	
1:00pm – 2:00pm	Educational Sessions Critical Thinking Skills Professionalism in Written Communications The Future PSAP, Managing the Data from NG911 and FirstNet	<i>Stephanie Conner, CPE Monee Dwiggin Neil Horden</i>
2:00pm – 3:00pm	Educational Sessions Are You Ready to Train? Ransomware – The Communications Center is Under Attack Where Have the Years Gone?!	<i>Jennifer Etheridge Jamison Sears Joni Grubb</i>
3:00pm – 4:00pm	Educational Sessions Finding Closure: Participating in the CISD Process QA/QI: The Dreaded Q I Don't Like You Either!	<i>Rodney Dancy Travis Essic Morissa Alh-Walters</i>
4:00pm – 5:00pm	Educational Sessions I'm Not Crazy, I'm Sick SHP Information Session – Working Together Decreased Distraction: Increased Performance	<i>Connie Gartin Cedric Thomas Travis Essic / Grayson Gusa, RPL</i>
7:00pm – 12:00am	Welcome Reception: Games, DJ, and Networking	



SCHEDULE OF EVENTS

TUESDAY, APRIL 30, 2019

8:00am – 12:00pm	Registration Desk Open	
9:00am – 10:00am	Educational Sessions Finding Closure: Participating in the CISD Process I Don't Like You Either! Critical Thinking Skills	<i>Rodney Dancey Morissa Alh-Walters Stephanie Conner, CPE</i>
10:00am – 11:00am	Educational Sessions Are You Ready to Train? The Future PSAP, Managing the Data from NG911 and FirstNet Decreased Distraction: Increased Performance	<i>Jennifer Etheridge Neil Holden Travis Essic / Grayson Gusa, RPL</i>
11:00am – 12:00pm	Educational Sessions Best Practices: Hurricane Florence – A Different Approach to Sheltering Ransomware – The Communications Center is Under Attack Where Have the Years Gone?!	<i>Jamison Sears Joni Grubb</i>
12:00pm – 1:00pm	Lunch (On Your Own)	
1:00pm – 4:00pm	Registration Desk Open	
1:00pm – 2:00pm	Educational Sessions Professionalism in Written Communications QA/QI: The Dreaded Q I Can't Wait to be An Addict	<i>Monee Dwiggin Travis Essic Morissa Alh-Walters</i>
2:00pm – 3:00pm	Educational Sessions Not Your Ordinary Customer Service SHP Information Session – Working Together 9-1-1 Therapy Dogs	<i>Jennifer Etheridge Cedric Thomas Mark Reavis</i>
3:00pm – 3:30pm	Afternoon Break	
3:30pm – 5:00pm	Educational Sessions When the Rain Does Not Stop New Leadership: Up and Coming Supervisors TBA	<i>TBA TBA TBA</i>
7:00pm – 12:00am	Social and Networking Event – DJ / Contests	



2019 Telecommunicator Training Symposium

BUILDING LEADERS FOR THE FUTURE

SCHEDULE OF EVENTS

WEDNESDAY, MAY 1, 2019

8:00am – 11:00am	Registration Desk Open	
9:00am – 11:30am	Educational Super Sessions	
	Deadly Mistakes – An Update on Common Issues	TBA
	New Leadership: Up and Coming Supervisors	TBA
	TBA	TBA
12:00pm – 1:30pm	Closing Luncheon	