

Schedule of Events

MONDAY, APRIL 29, 2019

7:30am - 8:15am	Registration Desk Open	
8:30am - 10:00am	Opening Breakfast	
	Salons A/B	
10:00am - 12:00pm	Registration Desk Open	
10:00am - 12:00pm	Educational Super Session	
Salons A/B	Lead, Follow, or Get Out of the Way	<i>Tony Harrison</i>
12:00pm - 1:00pm	Lunch Break	
1:00pm - 4:00pm	Registration Desk Open	
1:00pm - 2:00pm	Education Sessions	
Salons A/B	Critical Thinking Skills	<i>Stephanie Conner</i>
Salon D	Professionalism in Written Communications	<i>Monee Dwiggin</i>
Salons E/F	The Future PSAP, Managing the Data from NG911 and FirstNet	<i>Neil Horden</i>
2:00pm - 3:00pm	Education Sessions	
Salons A/B	Are You Ready to Train?	<i>Jennifer Ethridge</i>
Salon D	Ransomware - The Communications Center is Under Attack	<i>Jamison Sears</i>
Salons E/F	Where Have the Years Gone?!	<i>Joni Grubb</i>
3:00pm - 3:15pm	Afternoon Break	
3:15pm - 4:15pm	Education Sessions	
Salons A/B	Finding Closure: Participating in the CISD Process	<i>Rodney Dancy</i>
Salon D	I Don't Like You Either!	<i>Morrissa Ahl-Walters</i>
Salons E/F	QA/QI: The Dreaded Q	<i>Travis Essic</i>
4:15pm - 5:15pm	Education Sessions	
Salons A/B	I'm Not Crazy, I'm Sick	<i>Connie Gartin</i>
Salon D	SHP Information Session - Working Together	<i>Cedric Thomas</i>
Salons E/F	Decreased Distraction: Increased Performance	<i>Travis Essic / Grayson Gusa</i>
7:00pm - 12:00am	Monday Game Night and Networking	
Salon D	Bingo, Family Feud, DJ, Dancing and Networking	

TUESDAY, APRIL 30, 2019

8:00am - 12:00pm	Registration Desk Open	
9:00am - 10:00am	Education Sessions	
Salon D	Finding Closure: Participating in the CISD Process	<i>Rodney Dancy</i>
Salon E	I Don't Like You Either!	<i>Morrissa Ahl-Walters</i>
Salons F/G	Critical Thinking Skills	<i>Stephanie Conner</i>

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10:00am - 11:00am	Education Sessions	
Salon D	The Future PSAP, Managing the Data from NG911 and FirstNet	<i>Neil Horden</i>
Salon E	Are You Ready to Train?	<i>Jennifer Etheridge</i>
Salons F/G	Decreased Distraction: Increased Performance	<i>Travis Essic / Grayson Gusa</i>
11:00am - 12:00pm	Education Sessions	
Salon D	Best Practices: Hurricane Florence - A Different Approach to Sheltering	<i>Rodney Dancy</i>
Salon E	Where Have the Years Gone?!	<i>Joni Grubb</i>
Salons F/G	Ransomware - The Communications Center is Under Attack	<i>Jamison Sears</i>
12:00pm - 1:00pm	Lunch Break	
1:00pm - 4:00pm	Registration Desk Open	
1:00pm - 2:00pm	Education Sessions	
Salon D	I Can't Wait to be An Addict	<i>Morrissa Ahl-Walters</i>
Salon E	Professionalism in Written Communications	<i>Monee Duggins</i>
Salons F/G	QA/QI: The Dreaded Q	<i>Travis Essic</i>
2:00pm - 3:00pm	Education Sessions	
Salon D	SHP Information Session - Working Together	<i>Cedric Thomas</i>
Salon E	Not Your Ordinary Customer Service	<i>Jennifer Etheridge</i>
Salons F/G	9-1-1 Therapy Dogs	<i>Mark Reavis</i>
3:00pm - 3:30pm	Afternoon Break	
3:30pm - 5:00pm	Education Sessions	
Salon D	New Leadership: Up and Coming Supervisors	<i>Stephanie Conner</i>
Salon E	It's Not You, It's Me - Breaking Up with Negativity	<i>Elizabeth Poole</i>
Salons F/G	Deadly Mistakes II	<i>Connie Gartin</i>
7:00pm - 12:00am	Tuesday Night Entertainment	
Salon D	"911: The Voice", "So You Think You Can Dance - 911 Style", DJ	

WEDNESDAY, MAY 1, 2019

8:00am - 11:00am	Registration Desk Open	
9:00am - 11:30am	Education Sessions	
Salon E	Just Tell Me Which Button to Push: 9-1-1 How It Works	<i>Crystal McDuffie</i>
Salon F	New Leadership: Up and Coming Supervisors	<i>Stephanie Conner</i>
Salon G	When The Rain Doesn't Stop	<i>Connie Gartin</i>
12:00pm - 1:30pm	Closing Luncheon	