



EVERYONE COMMUNICATES 911 NEEDS TO CONNECT

Everyone Communicates 911 Needs To Connect is a four hour presentation that focuses on **COMMUNICATION**. During this presentation, participants will learn about things that are hindering communication, and will also learn effective principles to improve communication. Participants will learn ways to communicate with negative people. Participants will also learn about winning characteristics of all teams, and be provided a checklist for communicating effectively. The presentation will end with a question and answer session with emergency responders. Participants will leave with a better understanding of how to connect with the responders we dispatch for, and will also have additional tools to start communicating effectively within their communication center.

What Do They Say About Joe—

“AMAZING—very passionate about dispatch”

“Definitely keeps your attention. Makes humor a part of the class so everyone learns from the examples provided”

CONTACT INFORMATION

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Joe McCarville, ENP
911 Gold Line Training
Instructor

Joe has over 17 years experience in the 911 emergency communications field. Over the course of the 17 years Joe has been a dispatcher, Manager for a countywide consolidation and is currently the Operations Manager for the Cedar Rapids Iowa Joint Communications Agency. Joe is a certified Emergency Number Professional (ENP) and is also certified in Emergency Medical, Police and Fire Dispatch through the International Academy of Emergency Dispatch.

Previously, Joe taught nationally for a 911 training organization for just over four years. Joe also served as the Iowa APCO President from 2015-2018.

Joe is also a certified John Maxwell Team speaker and incorporates some of the best personal development and leadership material into his training classes.

