



## GOLD LINE SUCCESS

Gold Line Success is a four hour presentation that focuses on the **THIN GOLD LINE**. During this presentation, participants will hear how to **SECURE** a great career in 911 by acknowledging obstacles that all 911 centers face. Participants will also find out what **GOLD LINE SUCCESS** truly is, and find out how to achieve it. Participants will be provided information on how to change themselves into an ideal employee and become part of a dream team. Participants will also hear about the levels of leadership that are present in all 911 centers, and which leadership level motivates employees to work the hardest. Lastly, everyone will be provided with ideas on turning 911 into a great career, and will make a commitment to taking the 911 success journey.

### What Do They Say About Joe—

*“He was PHENOMENAL!! GREAT!! He was truly life changing.”*

*“I learned so much about myself and how to improve in several areas.”*

### 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.

