

JANUARY, 2020

Date & Location	Class & Host	Registration Info
January 10, 2020 Belton, Texas	<u>Defeating Workplace Drama for Peak 9-1-1 Performance</u> Hosted by CTCOG	FREE to PSAPS within the CTCOG region. <u>REGISTER HERE</u>
January 13, 2020 Fairbanks, Alaska	<u>Customer Service the 911 Way</u> Hosted by the Alaska State Troopers	FREE To Alaska PSAPS You must register to save a space. <u>Register Online</u> or call us at 1-800-348-8911
January 14, 2020 Fairbanks, Alaska	<u>Domestic & Family Violence</u> Hosted by the Alaska State Troopers	FREE To Alaska PSAPS You must register to save a space. <u>Register Online</u> or call us
January 15, 2020 Fairbanks, Alaska	<u>Building Your 911 Liability Shield</u> Hosted by the Alaska State Troopers	FREE To Alaska PSAPS You must register to save a space. <u>Register Online</u> or call us.
January 16, 2020 Fairbanks, Alaska	<u>Customer Service the 911 Way</u> Hosted by the Alaska State Troopers	FREE To Alaska PSAPS You must register to save a space. <u>Register Online</u> or call us.
January 17, 2020 Fairbanks, Alaska	<u>Domestic & Family Violence</u> Hosted by the Alaska State Troopers	FREE To Alaska PSAPS You must register to save a space. <u>Register Online</u> or call us
January 21, 2020 Rockford, Illinois	<u>Complacency, Cannibalism & Critical Thinking</u> Hosted by Rockford 911 Communications	\$199 <u>Register Online</u> or call us at 1-800-348-8911
January 22, 2020 Rockford, Illinois	<u>What if it Were Family? Providing Exceptional Service</u> Hosted by Rockford 911 Communications	\$199 <u>Register Online</u> or call us at 1-800-348-8911
January 28, 2020 Brockton, Massachusetts	<u>What if it Were Family? Providing Exceptional Service</u> Hosted by Brockton Communications	THIS CLASS IS FULL To host the class in your region, <u>please e-mail us</u>
January 29, 2020 Brockton, Massachusetts	<u>What if it Were Family? Providing Exceptional Service</u> Hosted by Brockton Communications	THIS CLASS IS FULL To host the class in your region, <u>please e-mail us</u>
January 30, 2020 Brockton, Massachusetts	<u>What if it Were Family? Providing Exceptional Service</u> Hosted by Brockton Communications	THIS CLASS IS FULL To host the class in your region, <u>please e-mail us</u>

FEBRUARY, 2020

Date & Location	Class & Host	Registration Info
February 5, 2020 Ocean Ridge, Florida	<u>What if it Were Family? Providing Exceptional Service</u> Hosted by the Ocean Ridge Police Dept.	\$199 <u>Register Online</u> or call us at 1-800-348-8911
February 6, 2020 Ocean Ridge, Florida	<u>Defeating Workplace Drama for Peak 9-1-1 Performance</u> Hosted by the Ocean Ridge Police Dept.	\$199 <u>Register Online</u> or call us at 1-800-348-8911
February 7, 2020 Ocean Ridge, Florida	<u>Active Shooter -Active Assailant for 9-1-1 Professionals</u> Hosted by the Ocean Ridge Police Dept.	\$199 <u>Register Online</u> or call us at 1-800-348-8911
February 10, 2020 Cedar Rapids, Iowa	<u>Complacency, Cannibalism & Critical Thinking</u> Hosted by the Linn County Sheriff's Office	FREE to any Iowa Agency \$199 for students outside of Iowa <u>Register Online</u> or call us at 1-800-348-8911
February 11, 2020 Cedar Rapids, Iowa	<u>Complacency, Cannibalism & Critical Thinking</u> Hosted by the Linn County Sheriff's Office	FREE to any Iowa Agency \$199 for students outside of Iowa <u>Register Online</u> or call us at 1-800-348-8911
February 18, 2020 Pickerington, Ohio	<u>Defeating Workplace Drama for Peak 9-1-1 Performance</u> Hosted by the Pickerington Police Dept.	\$199 <u>Register Online</u> or call us at 1-800-348-8911
February 19-20-21, 2020 Pickerington, Ohio	<u>Communications Training Officer 3 Day Workshop</u> Hosted by the Pickerington Police Dept.	\$399 if you register by 1/20/20 \$429 if you register after 1/20/20 <u>Register Online</u> or call us at 1-800-348-8911
February 24, 2020 Kearneysville, West Virginia	<u>Defeating Workplace Drama for Peak 9-1-1 Performance</u> Hosted by the Jefferson County Communications Center	\$199 <u>Register Online</u> or call us at 1-800-348-8911
February 25-26, 2020 Kearneysville, West Virginia	<u>2-Day CTO Update Workshop</u> Hosted by the Jefferson County Communications Center	\$349 if you register by 1/22/20 \$379 if you register after 1/22/20 <u>Register Online</u> or call us at 1-800-348-8911
February 25-26-27, 2020 San Antonio, Texas	<u>911 Policy & Procedure Workshop</u> Hosted by Bexar Metro 911	Registration info will be listed soon
February 28, 2020	<u>Complacency, Cannibalism & Critical Thinking</u>	Registration info will be listed soon

(Update Date: X/X/X)

San Antonio, Texas	Hosted by Bexar Metro 911	

MARCH, 2020

Date & Location	Class & Host	Registration Info
March 2, 2020 Belton, Texas	<u>It's Your Shio</u> Navigating the leadership waters Hosted by CTCOG	FREE to PSAPS within the CTCOG region. <u>REGISTER HERE</u>
March 4-5-6, 2020 Sparks, Nevada (Reno, Nevada)	<u>Policy & Procedure Workshop</u> Hosted by the Sparks Police Department	<u>3-day workshop JUST \$429</u> <u>Register Online</u> or call us at 1-800-348-8911
March 9-10-11, 2020 Ottawa, Kansas	<u>Communications Training Officer 3 Day Workshop</u> Hosted by Franklin County Communications	<u>3-day workshop JUST \$409</u> <u>Register Online</u> or call us at 1-800-348-8911
March 12, 2020 Ottawa, Kansas	<u>You Just Never Know AKA "Mental Preparedness"</u> Hosted by Franklin County Communications	<u>\$199</u> <u>Register Online</u> or call us at 1-800-348-8911
March 13, 2020 Ottawa, Kansas	<u>Surviving Dispatch Stress</u> Hosted by Franklin County Communications	<u>\$199</u> <u>Register Online</u> or call us at 1-800-348-8911
March 12, 2020 Slidell, Louisiana	<u>Defeating Workplace Drama for Peak 9-1-1 Performance</u> Hosted by Slidell Police Training Academy	<u>\$199</u> <u>Register Online</u> or call us at 1-800-348-8911
March 13, 2020 Slidell, Louisiana	<u>Defeating Workplace Drama for Peak 9-1-1 Performance</u> Hosted by Slidell Police Training Academy	<u>\$199</u> <u>Register Online</u> or call us at 1-800-348-8911
March 17-18-19, 2020 Pierre, South Dakota	<u>Communications Training Officer 3 Day Workshop</u> Hosted by the State of South Dakota	For Reservations <u>CLICK HERE</u>
March 30, 2020 Southfield, Michigan	<u>Defeating Workplace Drama for Peak 9-1-1 Performance</u> Hosted by Southfield Police Department	<u>\$199</u> <u>Register Online</u> or call us at 1-800-348-8911
March 31, 2020 Southfield, Michigan	<u>People First Leadership</u> Hosted by Southfield Police Department	<u>\$199</u> <u>Register Online</u> or call us at 1-800-348-8911
April 1-2-3, 2020 Southfield, Michigan	Just in case you will be with us Mar 30 or 31, stick around for our Policy Workshop! <u>Policy & Procedure Workshop</u> Hosted by the Southfield Police Department	<u>3-day workshop JUST \$429</u> <u>Register Online</u> or call us at 1-800-348-8911

APRIL, 2020

Date & Location	Class & Host	Registration Info
April 1-2-3, 2020 Southfield, Michigan	<u>Policy & Procedure Workshop</u> Hosted by the Southfield Police Department	<u>3-day workshop JUST \$429</u> <u>Register Online</u> or call us at 1-800-348-8911
April 6, 2020 Wise, Virginia	<u>Crisis Communications</u> Hosted by Wise County Emergency Management	FREE to Virginia Agencies Outside agencies \$199 <u>Register Online</u> or call us at 1-800-348-8911
April 7, 2020 Wise, Virginia	<u>Crisis Communications</u> Hosted by Wise County Emergency Management	FREE to Virginia Agencies Outside agencies \$199 <u>Register Online</u> or call us at 1-800-348-8911
April 20, 2020 St. Peter, Minnesota	<u>Spirit to Serve</u> (Customer Service) Hosted by St. Peter Communications	<u>\$199</u> <u>Register Online</u> or call us at 1-800-348-8911
April 21, 2020 St. Peter, Minnesota	<u>Progressive Supervision</u> Hosted by St. Peter Communications	<u>\$199</u> <u>Register Online</u> or call us at 1-800-348-8911
April 29-May 1 st , 2020 Orlando, Florida	NAVIGATOR CONFERENCE We will be presenting pre-conference workshops, conference sessions and be in the vendor hall. PSTC – 911 CARES is a proud Sponsor of the NAVIGATOR Conference!	<u>Conference Info</u>

(Update Date: X/X/X)

MAY, 2020

Date & Location	Class & Host	Registration Info
May 5, 2020 Polson, Montana	<u>Surviving Dispatch Stress</u> Hosted by Lake County Dispatch	\$199 <u>Register Online</u> or call us at 1-800-348-8911
May 6, 2020 Polson, Montana	<u>Complacency, Cannibalism & Critical Thinking</u> Hosted by Lake County Dispatch	\$199 <u>Register Online</u> or call us at 1-800-348-8911
May 7, 2020 Polson, Montana	<u>Surviving Dispatch Stress</u> Hosted by Lake County Dispatch	\$199 <u>Register Online</u> or call us at 1-800-348-8911
May 11, 2020 Ft. Myers, Florida	Class titles will be announced soon	FREE To Lee County PSAPS! Agencies outside of Lee County pay just \$199 <u>Register Online</u> or call us at 1-800-348-8911
May 12, 2020 Ft. Myers, Florida	Class titles will be announced soon	FREE To Lee County PSAPS! Agencies outside of Lee County pay just \$199 <u>Register Online</u> or call us at 1-800-348-8911
May 13, 2020 Ft. Myers, Florida	Class titles will be announced soon	FREE To Lee County PSAPS! Agencies outside of Lee County pay just \$199 <u>Register Online</u> or call us at 1-800-348-8911
May 14, 2020 Ft. Myers, Florida	Class titles will be announced soon	FREE To Lee County PSAPS! Agencies outside of Lee County pay just \$199 <u>Register Online</u> or call us at 1-800-348-8911
May 15, 2020 Ft. Myers, Florida	Class titles will be announced soon	FREE To Lee County PSAPS! Agencies outside of Lee County pay just \$199 <u>Register Online</u> or call us at 1-800-348-8911
May 18, 2020 San Antonio, Texas	Homeland Security for 9-1-1 Professionals Hosted by Bexar Metro 911	Registration info will be listed soon

(Update Date: X/X/X)

May 19, 2020 San Antonio, Texas	<u>Active Shooter Active Assailant for 9-1-1 Professionals</u> Hosted by Bexar Metro 911	Registration info will be listed soon
May 20-21-22, 2020 San Antonio, Texas	<u>Communications Training Officer 3 Day Workshop</u> Hosted by Bexar Metro 911	Registration info will be listed soon

(Update Date: X/X/X)

JUNE, 2020

Date & Location	Class & Host	Registration Info
June 1-2, 2020 Rock Springs, Wyoming	<u>2-Day CTO Update Workshop</u> Hosted by the Sweetwater Communications	\$349 if you register by 5/15/20 \$379 if you register after 5/15/20 <u>Register Online</u> or call us at 1-800-348-8911
June 13-16, 2020 Long Beach, California	NENA National Conference	<u>www.nena.org</u>

UPDATED Tuesday, January 7, 2020