



NENA EDUCATION & TRAINING



New 9-1-1 Training Opportunity

9-1-1 Center Supervisor

This course gives new supervisors the skills they need to succeed in their positions. Experienced supervisors leave with updated, refreshed skills that further their careers.

Using a combination of lecture and practical exercises, students learn tools to get organized, how to handle difficult situations and difficult employees, how to build and lead a team, conflict resolution, performance evaluations, stress management techniques, and many other skills and tips for their toolbox.

In order to fully participate in daily assignments and activities, all students should bring a laptop with a USB port, Microsoft Word and PDF reader software.

Cincinnati Emergency Communications in partnership with Great Oaks Career Campuses - Scarlet Oaks



WHEN October 26 - 28, 2020, 8:00 - 5:00 (M & W) 8:00 - 4:00 (T)

WHERE Great Oaks Career Campuses - Aspire Building #100
100 Scarlet Oaks Dr., Cincinnati, OH 45241

COST \$399 for NENA Members
\$550 for Non Members

REGISTRATION Register online at www.nena.org/education/calendar

FOR MORE INFORMATION Judi Gazaway - judith.gazaway@cincinnati-oh.gov
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