

9-1-1 Supervision

Management Level Training



Continuing Education

Classroom Time: 8 hours (1 Day) — **Price:** \$209 per student
Volume discounts available... please call for pricing

100% Satisfaction Guarantee

WHEN YOUR CALL TAKERS TURN TO YOU FOR HELP, WILL YOU BE READY?

9-1-1 supervisors have one of the toughest jobs in public safety. They have to manage the workings of a call center and be ready to respond instantly to the first sign of trouble.

Until now, most supervisor courses have focused on policies and procedures. Finally, there's a course that teaches you how to lead.

This course is different. It helps communications supervisors build the skills and confidence to handle both day-to-day operations and critical situations. Like all PowerPhone training, this class looks at real-life incidents—not made-up scenarios. Veteran instructors use actual 9-1-1 audio tapes to prepare supervisors for the real world of crisis communications management.

With PowerPhone's *9-1-1 Supervision*, the next time your call takers turn to you for help, you will be ready.



THE POWERPHONE® DIFFERENCE:

Since 1984, PowerPhone has been a leader and innovator in call handling protocols, training and technology for 9-1-1 and emergency communications.

Our instructors are proven educators with extensive public safety experience. Classes are taught in a highly educational and entertaining format that helps empower students with applicable skills and an increased confidence in their abilities.

Today, with over 180,000 students trained worldwide, we still strive to “get better every day” and help our customers achieve a higher standard in 9-1-1 call taking.

ENROLL IN A CLASS TODAY.

Call 800.537.6937 or visit www.powerphone.com to enroll.

NOW BOOKING!

PowerPhone is looking for agencies across the country to host our *9-1-1 Supervision* class. Call us at 1.800.537.6937 to learn more about bringing this program to your agency!

TOPICS COVERED INCLUDE:

- Meeting today's standard of care
- Conflict resolution techniques
- Motivating and leading 9-1-1 personnel
- Homeland Security trends
- Frustrated and dissatisfied employees
- Handling employee grievances
- Internal affairs complaints
- Cell phone and wireless issues
- Forensic audiology—“The Future”

STUDENTS WILL LEARN HOW TO:

- Reduce liability exposure that could cost your agency millions of dollars
- Prepare your team to handle crisis calls
- Take corrective action with employees
- Ready your employees for multiple disasters
- Reinforce PowerPhone's concepts for effective communication

“The comments received from our police, fire and National Park attendees were clear, that every emergency medical dispatcher should receive this intensive/informative training.”

— Police Department of Hilo, HI

“Our dispatchers found the seminar to be very interesting and informative.”

— Clanton Police Department, AL