

9-1-1 Progressive Supervision Workshop



April 15, 2020 Anoka, Minnesota

Supervisors, Leads and Team Leaders are in great need of job specific training. Public Safety Supervision is sometimes thrust upon a worker with no thought to progressive training. As always PSTC responds to your requests and we have developed Progressive Supervision Workshop. Topics include: writing effective evaluations, work style recognition, recruiting and retaining employees, rewarding excellence, managing difficult personalities, supervisory networking, professional organizations and the human side of 9-1-1 Supervision.

This class is 70% lecture and 30% practical exercise or class interaction. The perfect student is an existing Supervisor, Lead or Manager. Those working their way up the promotion ladder and communications Trainers also gain great information from this class. One of the great things about our Supervision Workshops is that we ask students to bring their work "issues" and challenges to the class for learning examples. We allow daily training time to work on agency specific issues. We don't allow our classes to become complaining seminars. We'd rather fix the problem than complain about it! Within our workshops we cover the following topics:

- The transition from line level dispatcher to Supervisor
- Liability issues of the Supervisors
- The work ethic of a Supervisor
- Managing strong personalities
- Setting expectations and core goals for the agency
- Motivating, Counseling and Monitoring staff members
- Evaluation for success
- Problem Resolution
- Hot Topics of the day!
- Choosing your leadership or management style
- Building your team to work with its strengths
- Fixing problems rather than complaining about them
- How to successfully write dispatch specific Policy and Procedure Manuals!
- The "top 10" list of things you can use to make build the best skills
- Building respect within your division and your agency
- Training, Recruiting and Retention of your staff

Instructor Info:

PSTC Instructors are all emergency communications experts that are both dispatchers and passionate Instructors. All PSTC Instructors consistently receive outstanding evaluations. Call now for reservations – 800-348-8911

Class Details

Date: April 15, 2020

Hours: 0830 - 1630

Tuition: \$199

Hosted by:

Anoka County Central
Communications 911

For reservations call
PSTC at 1-800-348-8911

or register online to
www.pstc911.com

9-1-1 CARES

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