



New 9-1-1 Training Opportunity

Enhanced Caller Management

This exciting new course helps you become a better call taker, enhances your professional skills, and improves outcomes for your agency and the community you serve. From active listening to decision making, local knowledge to performing efficiently in a crisis, the journey to becoming a star performer under the headset starts here. Join NENA for this exciting new course that builds upon basic standards, protocols, and policies to help you advance to the next level of 9-1-1 call-taking proficiency on your journey towards professional mastery. Topics include: handling infrequent but highly critical events, improving listening skills, and developing a plan to keep your skills growing to meet new challenges.

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ENP
POINTS

WHEN September 27, 2018, 8:30 AM – 5:00 PM

WHERE Marriott Prattville Hotel and Conference Center
2500 Legends Circle, Prattville, AL 36066

COST Funding provided by the Alabama NENA Chapter

REGISTRATION jordand@mccd911.com

FOR MORE INFORMATION Charlie McNichol - cmcnichol@mccd911.com
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