



ALABAMA 911 BOARD

In Partnership with



ON SCENE FIRST

Presents

4 LOCATIONS ACROSS ALABAMA

Reset It, Before You Regret It!

Instructor: Tracy Eldridge, ENP

If you're a novice or a seasoned call-taker, this session is designed to refresh and reinforce your approach. We begin with a brief mental health check-in and then embark on a journey to boost confidence and refine skills. This class focuses on preventing subpar call handling and identifying potential areas of liability. If you're seeking a customer service reset and insights on TTY, EMD refresh, social media do's and don'ts, and valuable free tools to enhance your performance, this class is a must!"

Cost: FREE

Dates:

March 18, 2024: Robertsdale, AL
March 19, 2024: Montgomery, AL
March 20, 2024: Birmingham, AL
March 21, 2024: Decatur, AL

Class Location: Will be sent to attendees once they have been finalized.

Time: 8 am-4 pm CST (Lunch included)

Register Here:

www.onscenefirst.com/4alabama

Host Agency Contact:

Jeanie Pharis at Jeanie.Pharis@morgan911.com

On Scene First Contact:

Tracy Eldridge at teldridge@onscenefirst.com