



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 the supervisor's role in HR, tools to get organized, how to effectively make the transition from line-level to supervisor, how to build and lead a team, supervisor-specific communications, 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. Students will access the NENA+ platform for course materials.

This is a 3-day course.



WHEN August 27 - 29, 2025, 8:30 AM – 5:00 PM (Daily)

WHERE Tuscaloosa County Emergency Operations Center
7400 Richard M. Pierce Pkwy, Northport, AL 35473

COST \$460 for NENA members
\$615 for Non-members

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

FOR MORE INFORMATION Cassie Scherrer - cscherrer@tuscco911.org
Carol Workman - Training Coordinator- cworkman@nena.org



Follow NENA Education and Training on Facebook and Twitter
[@911NENA911](https://twitter.com/911NENA911) & facebook.com/911NENA911