

ALABAMA APCO

Winter Workshop

February 10, 2026

6th Street Warehouse
202 6th Street S | Clanton, AL

***Beyond the Headset:
Professionalism, Communication, and
Influence in the ECC***

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In the high-pressure world of 9-1-1, technical skill is only part of the job—how we communicate, respond, and engage with one another shapes the culture of our centers just as much as how we answer the call.

Through interactive and reflective sessions, participants will explore navigating conflict with intention, managing gossip and miscommunication, responding with grace in challenging moments, and discovering meaningful ways to become involved beyond the console. This workshop empowers 9-1-1 professionals to move from reaction to response and to positively influence culture—one interaction at a time.

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Workshop Schedule

8am - Registration and Merch Table

9am - Jeanie Pharis – Wait they Said What?

10am - Brandi Powell - Grace Under Fire: Being Kind in an Unkind Environment

12pm - Lunch & Membership Meeting

1pm - Brandi Powell - Lights, Camera Conflict Resolution

2pm - Charlsie Little – Under the Influence

3pm - Robbie Young – How Do I?

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\$50 REGISTRATION
LUNCH PROVIDED

REGISTER FOR THE
ALABAMA APCO WINTER WORKSHOP
THROUGH APCOALABAMA.ORG.