

**MS 911 Coordinators Association
2021 Fall Training Conference
Session Descriptions**

Monday, October 4, 2021

2:00 pm – 4:00 pm

Reimbursement & Certification - BETST will review reimbursement and certification training for Supervisors or Administrative staff that is responsible for any training documentation.

Tuesday, October 5, 2021

8:30 am – 9:30 am

9-1-1's Voice at the Local and State Level – This session will provide information to attendees on Mississippi 9-1-1 Legislation and discuss a NG Roadmap for Mississippi .

9:45 am – 10:45 am

Leadership Traits for Effective Communication - This course explains the art of effective communication skills. Every First Responder needs to be able to communicate effectively with the people they engage with on a daily basis. This session discusses the mindset, techniques and best practices used to achieve effective communication, especially when placed in leadership positions. By the end of this course, officers will have a better understanding of the importance of effective communication skills, how to identify the components and barriers of effective communication, effective communication principles, including effective listening, and communication techniques as a leader in 9-1-1

11:00 am – 12:00 pm

Suspicious Activity Reporting (SAR) for Public Safety Telecommunications Training
The Suspicious Activity Reporting (SAR) Public Safety Telecommunications Training was developed to assist call takers (e.g., 9-1-1 operators) in recognizing what kinds of suspicious behaviors are associated with pre-incident terrorism activities, understanding how and where to report suspicious activity, and protecting privacy, civil rights, and civil liberties when documenting information. This training also provides information about integrating the Nationwide SAR Initiative (NSI) into your organization's operations.

1:30 pm – 2:30 pm

“The Watchlist” Reporting for Telecommunicators– This session will provide an overview of the “The Watchlist” also known as the Terrorist Screening Database (TSDB). This is a single database that contains sensitive national security and law enforcement information concerning the identities of those who are known or reasonably suspected of being involved in terrorist activities or individuals who are associated with a Transnational Criminal Organization (ie: cartel, Hells Angels, Romanian group, Bandidos). The Watchlist is used to support law enforcement and front-line screening agencies in positively identifying known or suspected terrorists or TCOs who are present in the U.S., attempting to obtain visas, enter the country, board an aircraft, or engage in other activities This session will inform Telecommunicators how they will a “Handling Code” with a warning statement to relay to law enforcement of how to interact with the individual.

2:45 pm – 3:45 pm

Federal 9-1-1 Update – This session will provide information on the 911 Saves Act that has been introduced to reclassify Telecommunicators, Kari’s Law and Ray Baum Act and the current NG911 Budget Reconciliation Bill.

4:00 pm – 5:00 pm

Wellness Resources for 9-1-1 Telecommunicators – First Responders have special and specific health and wellness concerns. The stress of the job is taxing and can contribute to poor diet and sleep, obesity, mood disorders, lack of exercise, and other health problems. For decades this was accepted as an unavoidable cost of the job. However the tide is turning as Telecommunicator wellness finally gets its turn in the spot light. This session will review the cost of stress on the mind and body, review resources, tactics and ideas to turn the tide on the Telecommunicator health.

7:00 pm – 8:00 pm

Yoga for 9-1-1 – This session will consist of a brief followed by a beginner yoga class where techniques are broken down and applied. **(REGISTRATION REQUIRED. THE FIRST 10 TO REGISTER GET A FREE MAT!)**

Wednesday, October 6, 2021

8:30 am – 9:30 am

Real Heroes Don't Wear Spandex – In real life, heroes aren't rock stars, movie stars, or sports figures. Real-life heroes are people who make a difference by believing in, and investing in, the lives of those around them. In this inspiring and uplifting session, publicly honors 9-1-1 Telecommunicators and recognizes them as examples of what real heroes are.

9:45 am – 10:45 am

T-CPR – As First Responders, Telecommunicators play a critical role in saving the lives of the 9-1-1 callers. This session will discuss the adoption of the Telecommunicator-CPR standard and how it elevates the role of Telecommunicators and improves patient care. T-CPR is taking the nation by storm and by statute. But what is it? Where did it come from? Should we be using this in our Communications Center? What about liability? Is it the same as CPR? We will cover all of these questions and more in an honest discussion about Telecommunicator CPR and how it impacts your community.

11:00 am – 12:00 pm

It's Hard to be Humble, When You're as Great as I Am – This session will focus on the effects that arrogant and aggressive attitudes have on communications. You will learn how to identify stressors, the positive and negative effects that arrogance and aggression have on call outcomes, and the de-escalation of spiraling communications.

1:30 pm – 2:30 pm

Doing Time in Dispatch - This is a unique approach to the traditional "Customer Service" course. The concept of customer service starts long before the first call is answered. It starts with a clearly defined mission and each employee understanding their role within your agency. It also starts with the defined culture of your entire organization. We have all heard about customer service, but we may not know the definition or understand how it applies to public safety communications. In fact, each employee must be certain of the important role they play in public safety. We will demonstrate easy, unique, and practical ways to keep your staff motivated, ready and fully engaged. We will also show you some

different ideas to keep them on their toes, using simple techniques, tips, and methods to keep your personnel motivated, inspired and ready to provide the best service possible.

2:45 pm – 3:45 pm

Non-Human Initiated Incidents - Today, systems detect emergencies before humans are even made aware. In this session we will discuss the delivery of data-first emergency request for service – and how it allows dispatchers to respond to incidents with increased efficiency. We will also define 'first party data' and how we can operationalize data to reduce workload in your Comm Center.

4:00 pm – 5:00 pm

Dispatching During Social Unrest – This course will provide evacuation and preparation guidance to ensure the safety and security of your center and personnel. Critical communications throughout a difficult or challenging event takes some preplanning. The sense of safety your crew may be experiencing is essential to maintaining operational integrity along with a peace of mind. We approach this unusual topic from three important aspects: personal, professional, and emotional preparedness, and readiness, including improving situational awareness techniques. Understanding the concept of risk avoidance vs risk reduction while leaving or traveling to work is essential to the safety of your employees. This specially designed class offers many suggestions for personal security and safety measures before you even leave your home. Simple techniques and tactics to ensure your vehicle is prepared before leaving home, such as a first aid kit and other supplies. We also examine professional preparedness such as evacuation plans, equipment failures, along with basic security measures for the communications center.

Thursday, October 7, 2021

8:30 am – 9:30 am

If You're Going to Lead, You Need to Coach – Your team's success depends on the skills of its leaders. In this interactive session, you will hear stories of the Instructors leadership journey and relates hard fought and hard won lessons learned along the way. Leaders aren't born, they're developed, so if you're ready to see your team improve, it's time to take a look at what makes a great leader great , and what makes a poor leader fail.

9:45 am – 10:45 am

Hearing and Speech Awareness for 9-1-1 - This is a 1 hour presentation for 9-1-1 personnel to understand communications with a hearing/speech impaired person. The course will cover the American Disabilities Act and its relation to public safety communications. The course will also familiarize students with reasons, indicators and categories of hearing loss, communication methods, aids and services, suggestions for effective communication, American Sign Language, TTY/TDD history, NG911, devices and appropriate terminology for effective communication when communicating through these devices.

11:00 am – 12:00 pm

Don't Build a Roof – Sometimes the biggest hurdle in our careers and our daily lives is ourselves. The best thing about a career path is the ability to forge or own trail and work passionately on things we care about – in addition to helping others. Be a trailblazer! Don't build a roof over your potential. There is no limit. Climb on top of that roof and fly!

1:30 pm – 2:30 pm

Bleeding Control for 9-1-1 Telecommunicators – This class will take a deeper look into understanding bleeding and the interventions that are required to save a life. The presentation will highlight evidence-based practice to control life threatening bleeding. The

attendees will participate in an active learning environment with discussion and hands on practice.

2:45 pm – 3:45 pm

Improving Emotional Intelligence – You may think you'd be more successful if callers weren't so annoying. Or if your supervisor weren't such a jerk. Or the work weren't so stressful. The fact is your success is determined almost wholly by the level of your own emotional intelligence. This session explains the critical importance of emotional intelligence and how it applies to your daily work and home life.

4:00 pm – 5:00 pm

Managing Difficult Conversations with Employees and Supervisors – This session addresses matters such as “The Elephant in the Room”, sensitive topics, and other “uncomfortable discussions”. Too often, toxicity builds within the workplace because important conversations are avoided for various reasons. This problem can exist in all agencies of public safety and the general public. As the “True First Responders”, Telecommunicators are sometimes faced with complex conversations with their supervisor, employees, elected/public officials, other first responders, and of course the general public. Although some conversations may be difficult, it is essential to the mission that these conversations are not always avoided. We will find this is a great opportunity to enhance synergy and productivity. This session will also introduce elements of a difficult conversations and a plan for conducting the conversation. Participants will be encouraged to examine their own personal feeling, strengths, and limitations that can affect difficult conversations.

Friday, October 8, 2021

8:30 am – 9:30 am

Culture Eats Vision for Lunch – Making Real Change in 9-1-1 – Vision is critical to any undertaking, but often leaders overlook the development of a robust culture. Without a positive, empowering culture, it won't matter what the vision is. This session discusses key elements in developing and nurturing a healthy culture. Examples are used from leading 9-1-1 center that have cracked the culture code and have reached unexpected success.

9:45 am – 10:45 am

Personalities and Behaviors – What 9-1-1 Telecommunicators Should Know – This session focuses on common and uncommon personalities 9-1-1 personnel encounter. This includes personalities of co-workers, emergency responders, and the general public. This also include behaviors during critical times and normal operating environments. The goal is to gain more understanding why people behave the way they do. And prepare the 9-1-1 personnel for challenging personalities and behaviors.

10:45 am - 11:00 am

Closing Remarks / Certificates / Dismissal