

**MS 911 Coordinators Association  
2022 Fall Training Conference  
Session Descriptions  
“Saving Lives, One Call at a Time”**

**Monday, October 24, 2022**

**2:00 pm – 3:00 pm**

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

**3:00 pm - 4:00 pm**

**Updated Omnixx Enterprise Training - Laura Spell & Derrick Wash, MS Criminal Information Center**

**Tuesday, October 25, 2022**

**8:30 am – 9:30 am**

**Diversity and Inclusion for the 9-1-1 Professional** - This session will provide guidance for new and diverse Telecommunicators giving them the skills, knowledge and training necessary to advance to upper-level positions in 9-1-1 agencies and become the leaders of tomorrow.

Objectives:

1. Define Diversity and Inclusion.
2. The benefits of a diverse and inclusive organization.
3. How to create a diverse and inclusive workspace.

**Presenter: Charles Yarbrough**

**Charles Yarbrough, Starkville Fire Department**

Chief Charles D. Yarbrough, an Oktibbeha County native and graduate of Sturgis High School, began his career with Starkville Fire Department in 1995 as a career Firefighter. Since 1995 he has worked his way through the ranks and has served the city of Starkville as Fire Chief since February of 2015. In addition to numerous certifications, Chief Yarbrough holds a Bachelor's Degree from the University of Memphis in Fire Administration and Fire Protection Technology and a Master's Degree from Grand Canyon University in Fire Leadership. He is currently pursuing his Doctorate in Organizational Leadership from Grand Canyon University. Attributing to his successful leadership of Starkville Fire Department, Chief Yarbrough possesses many technical skills including; Incident Command, EMS, Special Operations, Technical Rescue, Fire Suppression, HazMat, Health and Safety, Strategic Planning, Officer Training, and Labor and Community Relations. Additionally, Chief Yarbrough serves as the Mississippi State Director - Southeastern Association of Fire Chief's and as an Adjunct Instructor at the Mississippi Fire Academy.

**9:45 am – 10:45 am**

**Before the Phone Rings: Data-First Request for Service** - Data-first requests for service can speed up response time, help agencies better allocate resources, and relieve pressure from understaffed agencies. Emergency data delivery improves situational awareness and can prepare agencies for major incidents before the phone rings. By removing the need for a voice conversation, data-first requests for services can benefit those who are unable to speak during urgent situations.

Objectives:

1. Utilizing technology to assist with staffing shortages.
2. Removing the need for a voice conversation from alarm companies.
3. Enhancing situational awareness in the ECC.

**Presenters: Rick Thomas and Jennifer Poole**

**Rick Thomas, RapidSOS**

Rick began his career in public safety in 1991 as a Volunteer Firefighter and moved into 9-1-1 in September of 1996. Over the years, he worked as a Telecommunicator, Training Officer, Shift Supervisor, Center Supervisor, and ECC Manager. Rick left the public sector in 2021 to pursue a career within the private sector. Rick is a Senior APCO Member and was awarded his RPL Certification in 2009. Additionally, he has served on numerous APCO

Committees ranging in topics from ASAP2PSAP, Emerging Technology, Agency Training, APCO Standards Development, and was the NC APCO Chapter President from 2015 to 2016. Rick is also active with NENA; he has obtained his ENP and CMCP Certifications and is NC NENA's 2022 incoming Second Vice President. Rick is currently part of the RapidSOS Public Safety Team as an ECC Engagement Manager for the Southeast Region.

### **Jennifer Poole, RapidSOS**

Jennifer has been in the Public Safety industry for over 18 years. She spent 14 years at the Seminole County Fire Rescue 911 Communications Center in Central Florida, where she worked as a telecommunicator, dispatcher, CTO "Certified Training Officer", and her last nine years in the supervisory role as Shift Supervisor. Following her career in Public Safety and passion for emergency communications, Jennifer joined APCO International as Software Sales Coordinator. Jennifer's passion for teaching and speaking to Public Safety Telecommunicators allowed her to present at many state-level and national conferences. During her career, she has received several awards, including Employee of the Month and Emergency Communications Employee of the Year, and has been featured in the National Academy of Emergency Dispatch IAED Journal and IBM Industrious Magazines. Jennifer also holds numerous certifications, including EMD Certifications through IAED and APCO. Jennifer is currently a part of the RapidSOS Public Safety Team as Senior Regional Manager.

### **11:00 am – 12:00 pm**

**The PSAP of 2026, Will You Be Ready?** - Technology continues to transform the PSAP. The i3 architecture provides for increased flexibility and reliability in the delivery of 911 calls. Multiple call handling options and Increased data types from multiple sources, new ways to request assistance, and changes in the way 911 centers are staffed present significant opportunities to face the challenges and embrace the benefits of sweeping innovations that drive the future of emergency communications. Join this session to capture a vision and lay the groundwork for the future by leveraging i3 solutions today.

#### Objectives:

1. Attendees will learn what the future holds for public safety agencies in terms of innovative features & functionality, increasingly efficient and prolific data input from multiple, ever-expanding resources; and new methods for requesting assistance.
2. Attendees will become aware of various call handling options and how emerging technologies can be leveraged to help streamline operations now while preparing for the future.
3. Attendees will develop an understanding of the benefits, challenges, and impacts associated with "disruptive technologies".

### **Presenter: Curry Russell**

#### **Curry Russell, Intrado Life & Safety**

Curry Russell is Sr. Sales/Support Engineer at Intrado Life & Safety, leveraging over twenty years of focused public safety experience to meet the needs of public safety answering points with a rational, measured approach. Curry has served the 911 community as PSAP system administrator through various industry companies such as Motorola, Solacom and Frontier. Curry returned to Intrado with even more expansive technical expertise for public safety, as well as greater industry insight.

### **1:30 pm – 2:30 pm**

**Benefits of the Cloud for 911** - This presentation will discuss the Cloud, who is using it, and what role it has in Public Safety today.

#### Objectives:

1. What the Cloud is
2. Security of the Cloud
3. How the Cloud is used in Public Safety

### **Presenter: Chuck Freeman**

#### **Chuck Freeman, Public Safety Solutions Specialist, NGA 911**

Chuck has spent 35+ years in a PSAP. Starting his career in a small 1 position PSAP prior to Enhanced 9-1-1 and retiring as the Director of a large PSAP with 120 Telecommunicators and 65 positions. Chuck was responsible for the construction of a new consolidated & co-located PSAP, equipment, networks, and technology. After a brief period of retirement, Chuck joined the vendor side of 9-1-1 and now works for NGA. A cloud-based provider of NGCS/ESInet and CHS.

**2:45 pm – 3:45 pm**

**911 Data Messaging** - There is no need for PSAPs to be intimidated by staggering, seemingly endless, amounts of data now available from a multitude of resources including Internet of Things (IoT) providers. Instead, 911 Data Messaging can be accessed, coalesced and safely delivered to First Responders in the field – all within the existing 911 workflow – to provide greater situational awareness with potentially life-saving results. Join this session to learn how data messaging to 911 enables live messaging between 911 callers or third-party emergency contacts/call centers and 911 telecommunicators in real time, similar to the way that text-to-911 communications occur today. Attendees will appreciate the opportunity to leverage existing systems, enabling tech companies to send human-verified data to their center directly, obliterating the need to monitor a separate over-the-top (OTT) application.

**Objectives:**

1. Attendees will gain a clearer understanding of the specific kinds of data coming to PSAPs through IoT products such as car telematics for crash detection, medical sensors, fire detection, panic buttons and alarms.
2. Attendees will learn which data types have the most value for telecommunicators and hear real-life examples of data applied to situations they are likely to encounter on the job themselves
3. Attendees will learn how to use and interpret the basics of analytics and reporting made possible by integrating IoT into the 911 continuum

**Presenter: David Tima**

**David Tima, Director of Sales, Intrado Life & Safety**

David Tima is Director of Sales Engineering at Intrado Life & Safety. He provides advanced yet practical improvement-based public safety solutions. David has served public safety for 20+ in positions with AT&T, Comtech, TriTech, RapidSOS. His passion for 911 and experience in revolutionary emergency communications drive him to continually help agencies streamline information flow between the PSAP and First Responders. His passion is to save lives faster through technologies and disbursement of purposed, reliable data.

**4:00 pm – 5:00 pm**

**Intro to MSAIC & DHS Intelligence** - This session will describe the capabilities of the Mississippi Analysis & Information Center and how it serves as the integrated multi-discipline sharing network for situational awareness and is a key component of the jurisdiction's homeland security and crime prevention efforts.

**Objectives:**

1. Attendees will gain knowledge of the roles & responsibilities of the MSAIC
2. Attendees will learn the capabilities of MSAIC and Department of Homeland Security's and how they interact with 9-1-1.

**Presenter: Tracy Dover & Todd Frier**

**Tracy Dover, Senior Intelligence Officer, Department of Homeland Security**

Tracy Dover is the Intelligence Officer for the DHS Office of Intelligence and Analysis supporting Mississippi since March 2014. Her duties include building a network of intelligence partners across the state and facilitating the intelligence cycle in support of the state, DHS and the U.S. Intelligence Community. Ms. Dover has over 20 years local, state and federal level experience in many facets of intelligence, response, recovery, mitigation and technology.

Prior to her current position, Ms. Dover was one of the first Mission Advocates for the DHS Homeland Security Information Network (HSIN). As the HSIN Mission Advocate, Ms. Dover created information sharing solutions to bridge the gaps between federal, state, local, Territories, Tribal and private sector and enhance the critical operating capabilities of the stakeholders. In 2006, Ms. Dover was the sole project manager to create the state's intelligence center, Mississippi Analysis and Information Center (MSAIC) where she also served as the Deputy Director. Between 1998-2006, Ms. Dover worked at the local level in emergency management, 911 Coordinator, volunteer fire coordinator, mitigation and planning operations, and response and recovery efforts in Adams County.

**Todd Frier, Director, Mississippi Analysis & Information Center**

## Wednesday, October 26, 2022

**8:30 am – 9:30 am**

**Victim on the Line** - Realizing that 911 Telecommunicators need encouragement. This session will highlight the importance of the connection between the victim and the 9-1-1 Telecommunicator.

Objectives:

1. The audience will gain awareness of empathy for the caller.
2. The calmness of the operator leads to a less chaotic scene for the victim.
3. The efficiency of the Telecommunicator leads to a quicker response time.

**Presenter: Ishaunna Gully-Bettis**

**Ishaunna Gully-Bettis, Take a Stand No More Consulting, LLC.**

Ishaunna Gully-Bettis is a native of Laurel, MS. She is a wife and mother of one son. She attended Jones County Junior College where she obtained her Associate Degree and later attended William Carey University and obtained a Bachelor of Science degree in Psychology. Ishaunna was paralyzed from the waist down in a domestic violence incident in March 2002 at the tender age of 20 years old. Ishaunna Gully-Bettis is a native of Laurel, MS. She is a wife and mother of one son. She attended Jones County Junior College where she obtained her Associate Degree and later attended William Carey University and obtained a Bachelor of Science degree in Psychology. Ishaunna was paralyzed from the waist down in a domestic violence incident in March 2002 at the tender age of 20 years old.

**9:45 am – 10:45 am**

**Domestic Dispute (Part I)** - This course is designed to provide students with a better understanding of Officer deaths while on calls for service. This course will take a look at Domestic dispute calls and the dangers those calls impose. This course will address issues of complacency on the part of the Telecommunicator as well as the Officer. This course will provide students a closer understanding of why these every day calls for service are dangerous and should be taken seriously.

Objectives:

1. Identify the hazards involved when dispatching Domestic Dispute Calls.
2. Discuss agency policies on what units to send to a Domestic Dispute call.

**Presenter: Jason Long**

**Jason Long, CEO/Instructor, LevelUp 911 Training**

Jason Long is the CEO and Instructor for LevelUp 911 training. Jason started his career as a Telecommunicator with the Kentucky State Police where he worked in the radio room for several years before becoming the Shift Supervisor. In 2014 Jason became the first full-time Telecommunications Academy Instructor and is currently still assigned to the academy. In his time at the academy he has developed numerous courses and taught thousands of Telecommunicators as well as police, fire, and EMS entities. He is also the Fire Chief for Milton Fire & Rescue in Milton Kentucky where he has been for 24 years. Jason is also a former United States Marine where he served from 2000 to 2004 with the 1st Battalion 3rd Marines and served overseas after September 11th. He has also taught at several conferences including APCO.

**11:00 am – 12:00 pm**

**Domestic Violence (Part II)**

**Presenter: Jason Long**

**Jason Long, CEO/Instructor, LevelUp 911 Training**

**1:30 pm - 2:30 pm**

**Domestic Abuse Protection Order Registry** - Mississippi will be launching the Mississippi Protection Order Registry replacement of Reportbeam. This session will provide information on what this will be used for and how it will be accessed..

**Presenter: Teri D. Gleason**

**Teri D. Gleason, Director, Bureau of Victim Assistance, Special Assistant Attorney General**

**2:45 pm – 3:45 pm**

**Taming 911 Turnover - Strategies for Success** - Overstressed, overworked and underappreciated: 911 telecommunicators are reaching a breaking point. It's no wonder the average annual turnover is nearing 30%. With a shrinking applicant pool, it's important to keep your current telecommunicators happy and engaged. Supportive supervision is essential, but as a 911 leader, you can't be spending time coaching and training when you're too busy doing other things. It's also difficult to provide effective support when you don't know where or how telecommunicators are struggling in the first place. Attend this session to learn about innovative solutions and practices that 911 centers are implementing to tame rising turnover.

**Objectives:**

1. Get more time back in your day to train, coach and connect with staff by automating incident reconstructions,
2. quality assurance and reporting
3. Help new employees get up to speed faster so they're more comfortable in their jobs, and less likely to leave
4. Immediately identify when telecommunicators are struggling, and help them, before they're overcome with
5. frustration
6. Improve performance and job satisfaction with targeted Quality Assurance, coaching and training
7. Get the most out of your QA program and uncover opportunities to recognize, reward and motivate
8. telecommunicators
9. Gain real-time insights to inform better decision-making

**Presenter: Martyn Gallus**

**Martyn Gallus, President, Applied Digital Solutions**

Martyn Gallus is the President of Applied Digital Solutions, a leading provider of communications recording. Previously, Martyn led energy trading and risk management organizations in the US and Europe. He is now interested in leveraging that experience in deploying public safety technology and data solutions to help PSAPs better serve their communities. He has a bachelor's degree in economics from Rowan College and a master's degree in business administration from The University of Michigan. Martyn lives in Louisville, KY with his wife and too many pets.

**4:00 pm – 5:00 pm**

**Legal Concepts for 911** - The purpose of this course is to enhance the 9-1-1 telecommunicator's understanding of different types of law, legal concepts, terms and specific issues related to 9-1-1 communications.

**Objectives:**

1. Demonstrate an understanding of different types of law and be able to define numerous legal terms.
2. Demonstrate an understanding of how laws affect 9-1-1 communications.
3. Demonstrate an understanding of ways communication centers can best avoid litigation.

**Presenter: Alta Richardson**

**Alta Richardson, Dispatching and Training Solutions, LLC**

Alta Richardson is a motivational speaker and Certified State Instructor. Alta began her career in Public Safety in 1991 and communications in 1995. She is a certified instructor through I.A.E.D and N.E.C.I With her dedication, hard work and determination she has finally reached her dream as owner of Dispatching and Training Solutions, L.L.C. She travels all over the state teaching the 40- hour Basic Emergency Telecommunication Certification course as well as several N.E.C.I. continued education courses and 4 elective courses in which she has written and obtained approval through Standards and Training as continued education courses. These courses include Stress Management, Domestic Violence, Human Trafficking and Hearing and Speech Awareness. Through this accomplishment, she is now a great motivational speaker and instructor who has the passion to share knowledge and empower Emergency Telecommunicators to achieve greater success.

**Thursday, October 27, 2022**

**8:00 am - 8:30 am - Update on PTSD911 Documentary- Conrad Weaver, Producer/Director**

**8:30 am – 9:30 am**

**Protecting Dispatcher Wellness Takes More Than War Stories: You Need a Battle Plan**

It is good that there is a lot of buzz now about “911 Wellness”, but what does that really entail and how do you and your PSAP team truly get there? In this session, Jim Marshall will lead you in a lively exploration in pursuit of three take-aways critically important to the future of your PSAP

Objectives:

1. Discover the greatest barrier to individual and team Wellness for 911 Professionals
2. and the first big step to overcoming it
3. Define the value and power of a PSAP Comprehensive Stress Resilience Plan. Hint:
4. we can't be informal in protecting our 911 Professionals mental health! Prioritize first steps you can take as an individual and as an agency to get systematic
5. in assuring personal and organizational wellness

**Presenter: Jim Marshall**

**Jim Marshall, MA**

**CEO & Co-Founder 911 Training Institute**

Jim is a licensed mental health professional whose 911 Training Institute (911TI) specializes in training for responder resilience and management of calls involving suicide and mental illness. Jim has also created a PSAP Peer Support Program model with a 40-hour certification curriculum and provides extensive guidance to PSAP partners in building and maintaining these programs. Jim is co-editor of *The Resilient 9-1-1 Professional: A Comprehensive Guide to Surviving & Thriving Together in the 9-1-1 Center*. In addition, Jim is co-chair of the NENA Acute/Traumatic and Chronic Stress Standard Workgroup, a member of the NENA Wellness Committee, and served as co-chair of the NENA Working Group developing the revised Suicide Prevention Interoperability Standard. Jim's training, publications, research, and conference presentations are dedicated to fostering the performance, well-being, and quality of life of The Very First Responder.

**9:45 am – 10:45 am**

**988 Implementation in Mississippi** - This session will provide information to attendees on the new 988 Suicide and Crisis Lifeline and how Public Safety Telecommunicators will play a role in this process.

**Presenter: Katie Storr**

**Katie Storr, Chief of Staff, Mississippi Department of Mental Health**

Katie serves as the Chief of Staff for the Mississippi Department of Mental Health, a role she assumed in February 2021, where she is leading the Department's efforts in 988 implementation. She has worked in state government for over 21 years with experience in administration, project management, Human Resources, workforce development, strategic planning, and public relations. She has worked in various programs throughout the agency, including Mississippi State Hospital, South Mississippi Regional Center, Specialized Treatment Facility, and Hudspeth Regional Center. Prior to her return to the Department of Mental Health, she served as the Director of Human Resource Development at the Mississippi Department of Rehabilitation Services for six years. Katie received her Master in Business Administration from William Carey University and her Bachelor's degree in Public Relations from the University of Southern Mississippi. She resides in Brandon, Mississippi, with her husband and two children.

**11:00 am – 12:00 pm**

**Mental Health Awareness & Response Training: Stress Management & Self-Care for First Responders** - This presentation will provide the audience handouts including information about stress-management and self-care strategies plus mental health resources.

Objectives:

1. The audience will recognize the impact of compassion fatigue and traumatic stress on
2. First Responders. The audience will identify symptoms of compassion fatigue and traumatic stress in order to know when to seek professional help. The audience will gain positive strategies for stress management and self-care to reduce compassion fatigue.

**Presenter: Rebecca Kimbrough**

**Ms. Rebecca Kimbrough, LPC, NCC, BC-TMH**

**Assistant Project Coordinator & Lead Clinical Trainer**

**Mental Health Awareness Training Program**

## **Mississippi State University Department of Psychology**

After several years working as an educator, Ms. Kimbrough transitioned into Clinical Mental Health Counseling. She began her counseling career serving as an inpatient therapist and social worker at Baptist Behavioral Health Care in Columbus, MS, and later served as the outpatient EAP counselor for hospital employees and local law enforcement agencies. During that time, Ms. Kimbrough worked closely with first responders as a colleague when they brought in mental health patients and then as a counselor when first responders reached out for mental health assistance. Now, Ms. Kimbrough works with the MSU Psychology Department as the assistant project coordinator and lead clinical trainer for the grant-funded Mental Health Awareness Training Program providing free crisis response training throughout the state.

### **1:30 pm – 2:30 pm**

**Problem Oriented Dispatching** - Law enforcement agencies have been long-standing leaders for developing innovative ways to partner with other agencies to address recurring problems in their communities. In the past, these efforts have solely been left to the responsibility of sworn personnel in the field. Ironically, dispatchers are usually the first point of contact with law enforcement agencies, but yet they rarely ever see solutions to the complaints they receive. Dispatchers are often the first to notice recurring problems with specific locations and/or individuals. Problem-oriented dispatching challenges the traditional, reactive approach to dispatching by empowering dispatchers to be proactive participants in the problem-oriented policing philosophy to provide best service and reduce recurring calls for service.

Objective:

1. Challenge traditional, reactive mindset in dispatchers
2. Empower dispatchers to be proactive participants in problem-solving philosophy so they are NOT “just dispatchers”

**Presenter: Ryan Dedmon**

**Ryan Dedmon, 911 Training Institute**

Ryan Dedmon is the Outreach Director for the 911 Training Institute, a private company that provides training and consulting services. Ryan is a retired police dispatcher from Southern California. In 2012, the Southern California Chapter of APCO International named him “Telecommunicator of the Year”. After retiring in 2013, Ryan served as a Subject Matter Expert and the Communications Specialist for the 911 Wellness Foundation before joining the 911 Training Institute. Ryan is a certified CIT Coordinator and holds a Master of Arts degree in Forensic Psychology. He is also a California POST-certified Academy Instructor and serves at the Orange County Sheriff's Department Regional Training Center and at the Regional Criminal Justice Training Center at Golden West College. Ryan blends his education and experience behind the console to help dispatchers and police officers recover and grow from post-traumatic stress.

### **2:45 pm – 3:45 pm**

**Who Moved My Headset** - After reading the best-selling book, “Who Moved My Cheese” I thought – why am I blaming others for moving my cheese, when I just need to learn to move my own cheese. Considering the ever-changing environment of 9-1-1, we all need to rely on our ability to adjust and adapt to these new challenges. Technology in 9-1-1 continues to improve and change, personnel has also continued to change, whether it's millennials, or retiring baby-boomers. The need to change training styles, responsibilities and planning for future leadership is essential to success. By empowering and emboldening our employees both tenured and new to not only accept change, but to thrive in our new world of 9-1-1. Showalter & Company, Inc., has extensively researched effective and proven methods, strategies and techniques commonly employed by private sector businesses and successfully blend these into public safety communications. We are dedicated to empowering and motivating all 9-1-1 professionals to “move their own cheese”.

**Presenter: Doug Showalter**

**Doug Showalter, Showalter & Company, Inc.**

Doug recently retired after a 30-year distinguished career with the California Highway Patrol. During his tenure he was personally chosen to supervise a complete restructuring of the statewide CHP Communications Training Academy, which included a complete overhaul of several departmental manuals. His lengthy career has been highlighted with countless awards and commendations. Over the last 17 years he has also established a reputation as a well-respected speaker/instructor. They have conducted extensive research and designed a unique approach to training blending private sector successes into public safety communications. His passion and high energy presentation skills has afforded him some remarkable opportunities, including countless

keynote speeches, and several very special presentations, including the FBI Academy, Texas Rangers, and Canada APCO. Our company motto of “Leave A Legacy” reminds everyone that you’ve been given the opportunity to make positive changes & start building a legacy that you’ll be proud of.

**4:00 pm – 5:00 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.

**Presenter: Victoria Hickerson & John**

**Victoria Hickerson**

Victoria Hickerson is an education coordinator for Mississippi Trauma Care System Foundation. Her background in emergency nursing, disaster preparedness and community outreach has prepared her to follow her passion for education. Victoria has shared her knowledge and expertise in many areas at the AHEPP and Mississippi Nurses Association conferences. Victoria loves animals and people and knows education is the fuel to make Mississippi a better place to play and live.

**Friday, October 28, 2022**

**8:30 am – 9:30 am**

**CHEMPACK** - The CHEMPACK presentation was developed by the Mississippi Department of Health and is presented through the Mississippi State Fire Academy. This presentation will describe what the CHEMPACK program is and when it should be utilized and what role different agencies play in the program. Presentation will last around an hour to an hour and a half.

**Presenter: Steven Cunningham, Vicksburg Warren 911**

**Steven Cunningham**

Steven Cunningham and I have been with Vicksburg Warren 911 for 14 years over half of that time as a supervisor. I have also been with the Fisher Ferry Volunteer Fire Department for around 13 years. I am a IAED 40 Hour Basic instructor and a Level II Fire Instructor.

**9:45 am – 10:45 am**

**Leading By Example** -Some people want to “lead from the front” while others prefer “leading from behind”, but everyone has a front row seat to watch those “leading by example”. Do you know a boss who orders everyone to stay late and then leave early? How about a supervisor who criticizes everyone for social media && updates theirs on the hour? Ask yourself, have you become apathetic and/or complacent in your current position? Leadership has a direct impact on the workplace, consider the last day you were at work, did you show any degree of disinterest, lack of enthusiasm or even negativity? Did you see it with anyone else? We approach leadership from a business perspective, blending those successful leadership qualities found in private industry, into communications center leadership. We will discuss real-life examples, strategies and successfully proven leadership techniques to prepare everyone to be a future leader. Is your agency preparing the future leaders or do they just assume someone will eventually become qualified enough to lead? If the future of your agency is now, then ask yourself, what are you doing to coach, empower and inspire those future leaders? Leadership should be considered a verb, based on your actions, not a noun, based on your title.

**Presenter: Doug Showalter**

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**11:00 am - 12:00 pm**

**The Power of Peer Support for Leaders** - This interactive session will provide leaders a brief overview of the power of peer support and how it can organically optimize working conditions for everyone in the communications center. Attendees will participate in a simple team-building exercise that will challenge them to think differently about peer support. This session will give leaders a new tool to check-in on their employees and change the culture in their centers.

Objectives:

1. Challenge leaders to think differently about peer support
2. Give leaders a new tool to check-in on their employees
3. Change the PSAP culture

**Presenter: Ryan Dedmon**  
**Ryan Dedmon, 911 Training Institute**

Ryan Dedmon is the Outreach Director for the 911 Training Institute, a private company that provides training and consulting services. Ryan is a retired police dispatcher from Southern California. In 2012, the Southern California Chapter of APCO International named him "Telecommunicator of the Year". After retiring in 2013, Ryan served as a Subject Matter Expert and the Communications Specialist for the 911 Wellness Foundation before joining the 911 Training Institute. Ryan is a certified CIT Coordinator and holds a Master of Arts degree in Forensic Psychology. He is also a California POST-certified Academy Instructor and serves at the Orange County Sheriff's Department Regional Training Center and at the Regional Criminal Justice Training Center at Golden West College. Ryan blends his education and experience behind the console to help dispatchers and police officers recover and grow from post-traumatic stress.

**12:00pm - 12:30 pm - Closing Remarks / Certificates / Dismissal**

