



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 with a USB port, Microsoft Office and PDF reader software.

This is a 3-day course.



WHEN May 8 - 10, 2023, 8:30 AM – 5:00 PM (Daily)

WHERE Central IL Police Training Institute - ICC North Poplar Hall Rm P101
5407 N University St., Peoria, IL 61614

COST \$399 for NENA Members
\$550 for Non Members

REGISTRATION Register online at
https://www.nena.org/events/event_list.asp?GPCrSrt=&DGPCrPg=4

FOR MORE INFORMATION Brandon Blayney - bblayney@peoriagov.org
Vicki Pickett - Education Director - vpickett@nena.org
Amanda Tegtmeyer - ategtmeyer@nena.org



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