

Emergency Communications

EDUCATIONAL Summit



June 6-8, 2005 • Greensboro, NC

SAVE THESE DATES!

This summer NENA is offering an Emergency Communications Educational Summit with **six courses** over **three days**. You choose the program(s) of your choice.



Courses *Offered*

- Leadership in the 9-1-1 Center - NEW!
- Introduction to PSAP Technology
- Managing the 9-1-1 Center
- Disaster Planning for the PSAP - NEW!
- Liability Issues in the 9-1-1 Center
- Introduction to VoIP for PSAPs - NEW!

Presented by:



LEADERSHIP IN THE 9-1-1 CENTER

This new course focuses on the hard issues found in the typical 9-1-1 Center, and explores a new Transformational Leadership model that focuses on Remediation, Interest Based Negotiations, and Reframe tools. Self-awareness measurement tools as well as role-playing scenarios are discussed. The objective is to help individuals objectively evaluate their current personal state, envision a desirable future, and plan for significant personal improvement. (This is the sister course to NENA's Managing the 9-1-1 Center.)

specialists who desire well rounded 9-1-1 technical knowledge. (This is the sister course to NENA's Introduction to 9-1-1 Technology.)

MANAGING THE 9-1-1 CENTER

This course is designed for current or prospective 9-1-1 center managers. Topics include: selection and hiring procedures, learning organizations and other new approaches to training, the importance of sound standard operating procedures, your role as a manager, building motivation and morale, secrets to effective 9-1-1 management, solving real life issues, and more. The philosophy of this course is to provide an atmosphere that empowers the participants to adopt a new position in how they view their roles as managers and leaders. This is a 6-hour course.

DISASTER PLANNING FOR THE PSAP

This new offering is designed to help the PSAP to plan for and survive manmade and natural disasters that cause disruption to the overall operations of a PSAP. The course focuses on what all members of a 9-1-1

PSAP can do to get ready for and to continue to provide emergency communications during, a disaster. Topics such as backup procedures for system failures with Computer Aided Dispatch, Radio systems, GIS, Power Systems, and mobile data technologies are presented in an easy to understand level targeted to the non-technical person. Designed for anyone who is now or may desire to have in the future, the responsibility to prepare disaster recovery plans for their PSAP.

LIABILITY ISSUES IN THE 9-1-1 CENTER

9-1-1 Center personnel face exposure to legal liability both inside and outside the 9-1-1 center. While some of this exposure is unavoidable due to the very nature of the job, training and illustration of potential pitfalls can serve to minimize this exposure. This course will provide practical suggestions drawn from real life experiences on limiting the telecommunicator's and the 9-1-1 center's liability.

INTRODUCTION TO VOIP FOR PSAPS

This new course focuses on impact that Voice Over Internet Protocol (VoIP) will have on the 9-1-1 community. This new wave of technology is sweeping the world, and with it comes a whole new realm of issues and problems for 9-1-1 centers and emergency service providers. This course will examine issues such as the traditional 9-1-1 model, caller location, caller identity, networking infrastructure, threat-risk assessments, and a variety of other interrelated issues. This latest, one of a kind course, will explain all the current issues and concerns in a non-technical uncomplicated manner, and is targeted to personnel from a non-technical background. The objective of this course is to help individuals objectively evaluate the impact that VoIP will have on their 9-1-1 operations, envision a proactive approach to resolving issues, and plan for the inevitable.

INTRODUCTION TO PSAP TECHNOLOGY

This new offering focuses on what happens to a 9-1-1 call after it arrives at the PSAP. Topics such as Computer Aided Dispatch, Radio systems, GIS, information archiving, Power Systems, and mobile data technologies are presented at an introductory and easy to understand level targeted to the non-technical person and presented in a relaxed and informal setting. Designed for center managers, supervisors or public safety communications

To register for the course, please provide the following information and send to NENA Headquarters at: 4350 North Fairfax Drive, Suite 750, Arlington, VA 22203. You may also fax the information to (703) 812-4675.

COURSE SELECTION (Please check the courses you wish to attend.)

NENA Courses (One course \$225.00, Two Courses \$350.00, Three Courses \$475.00)

- LEADERSHIP IN THE 9-1-1 CENTER (MONDAY)
- INTRODUCTION TO PSAP TECHNOLOGY (MONDAY)
- MANAGING THE 9-1-1 CENTER (TUESDAY)
- DISASTER PLANNING FOR THE PSAP (TUESDAY)
- LIABILITY ISSUES IN THE 9-1-1 CENTER (WEDNESDAY)
- INTRODUCTION TO VOIP FOR PSAPS (WEDNESDAY)

REGISTRANT INFORMATION

Name: _____ Member ID Number: _____

Company: _____ Title: _____

Street: _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

PAYMENT INFORMATION:

TOTAL ENCLOSED\$ _____

Payment Method: Check (payable to NENA) Purchase Order # _____

Credit Card: Visa Mastercard American Express

Account # _____ Expiration Date: _____ Signature: _____

Advanced registration and full payment are requested in order to be admitted to the course, walk-ins will be required to provide payment on-site. You will receive written confirmation of your registration via e-mail or fax. If you do not receive a confirmation letter, or if we received your registration less than one week prior to the course, please contact Deborah Shields at 800-332-3911. Registration fees are refundable, less a \$25 per-person administrative charge, if notification is received no later than 5:00 PM Eastern, one week prior to the course. No refund can be granted to any registrant who cancels after that time. Notification by mail or e-mail is acceptable. ALL REFUNDS AND CANCELATIONS MUST BE REQUESTED IN WRITING. To change or cancel a registration, email or call Deborah Shields at dshields@nena.org or 800-332-3911.