2019 National 9-1-1 Trainer Forum Conference Schedule

Day 1

WED	1:30p	**Registration Open**
WED	2:30p	**Welcome/Introductions/Icebreaker**
WED	3:00p	**The Art of Communication: Giving and Receiving Feedback for CTOs**
WED	5:00p	**Daily Wrap-Up**
WED	5:15p	**Dinner on Your Own**
WED	7:00p	**Networking Activity / Dessert Bar**

Day 2

THU	7:30a	Breakfast: Continental (Provided)
THU	8:00a	Opening Session: Stoking and Extinguishing Fires
THU	9:00a	Break
THU	9:15a	NENA Presentation: TBD
THU	10:15a	Break
THU	10:30a	Video Relay Services for the Deaf and Hard of Hearing Communities
THU	11:30a	Lunch on Your Own
THU	1:00p	National Center for Missing and Exploited Children Presentation
THU	3:00p	Afternoon Break: Provided

THU	3:15p	**You Can Teach Trainers New Tricks**
THU	4:45p	**Resource Roundtable**
THU	5:30p	**Daily Wrap-Up**

Day 3

FRI	7:30a	**Breakfast: Plated (Provided)**
FRI	8:00a	**Group Activity: Active Listening**
FRI	8:30A	**Communications Academy: Training Starts Here**
FRI	10:00	**Break**
FRI	10:15a	**Thousands of ECCs are receiving Lifesaving Device Location and Data from Smartphones; Is yours?**
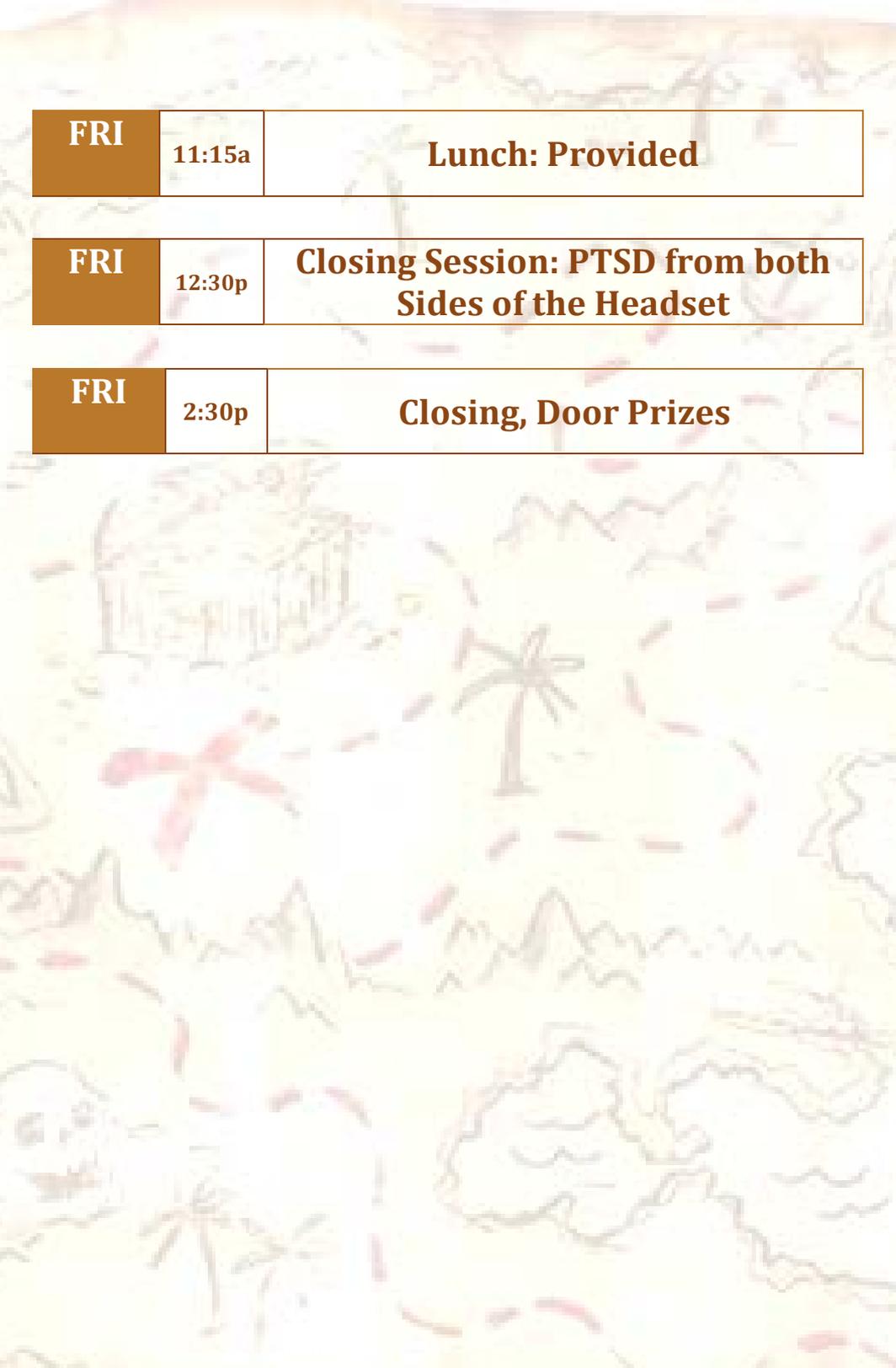
FRI	**11:15a**	**Lunch: Provided**

FRI	**12:30p**	**Closing Session: PTSD from both Sides of the Headset**

FRI	**2:30p**	**Closing, Door Prizes**

Session Descriptions

Opening Session: Stoking and Extinguishing Fires – The Push and Pull of Training in 9-1-1 Centers. Gina L. Cortez, QuadCom 9-1-1, Carpentersville, IL. 9-1-1 dispatch centers are dynamic workplaces, staffed by complex people, handling complex problems. As a trainer and supervisor, we frequently feel pushed and pulled in several directions. Engaging employees in the learning process while meeting their and the center's training needs is challenging, but also one of the most rewarding parts of being an educator.

Closing Session: Saving Lives on Both Sides of the Headset- A 9-1-1 PTSD Journey! Tracy Eldridge, RapidSOS. Post-traumatic stress affects everyone in the public safety circle, including telecommunicators, in some form or another. By looking at where post-traumatic stress starts and where it has the potential to end. After having to leave the job she loved; the 9-1-1 Communication Center after 20 years, your instructor will take you on her personal journey from the depths of darkness to a place of peace. In addition, this presentation will look at a PTSD timeline that includes the events leading up to PTSD, warning signs, diagnosis, ways to get help and, most importantly, how to have it but not let it have you!

The Art of Communication: Giving and Receiving Feedback for CTOs. Andrew Clark, Fairfax County Department of Public Safety Communications, Fairfax, VA. This seminar examines how to have difficult conversations, and the importance of feedback to improve performance. This session will explore multiple methods that can be used to provide effective feedback, as well as provide attendees hands-on practice in applying the outlined methods.

Video Relay Services for the Deaf and Hard of Hearing. Susan Fraker and Scotty Lee. Sorensen. This session will cover the importance of training Telecommunicators on Video Relay Services for the Deaf and Hard of Hearing, the unique needs of the Deaf community, and the importance of a partnership between 9-1-1 and the Video Relay Interpreter. The presentation will give attendees the opportunity to see what the interpreter sees during a relay call.

Are you Prepared to Take a Missing Children 9-1-1 Call? Fred Miller, National Center for Missing and Exploited Children (NCMEC). This session will remind attendees of the need to train new Telecommunicators to effectively handle a missing child call, and the need to provide continuing education for existing Telecommunicators. The session will discuss the various types of missing children, and the resources available from NCMEC to PSAPs.

You Can Teach a Trainer New Tricks. John Korman, Fairfax County Department of Public Safety Communications, Fairfax, VA. After the initial Communications Training Officer course, what's next? Whether you have been training for a long time or just re-starting, always cover the "basics." This session will provide an understanding of the training process and the roles training officer's play. The session will review materials available for training and documentation. Training, when done properly, can be fun and beneficial for individuals and the PSAP.

Group Roundtable: Training Resources. A great follow-up to Mr. Korman's session, attendees will share the resources they use to make their training programs and trainees successful. Answers will be documented and shared on the NNTF website.

Group Activity: Active Listening. Tina L. Chaffin, Training 9-1-1 Heroes. Active Listening is essential for Telecommunicators. This fun, and interactive activity will test your active listening skills.

Communications Academy: Training Starts Here. **John Korman, Fairfax County Department of Public Safety Communications, Fairfax, VA.** Learn what it takes to put a classroom academy together from selecting the right instructors to delivery of information. Pay the preparation price to create a "welcome guide," syllabus, and training manual full of core critical task content. The session will also cover learning assessments necessary to gauge knowledge, retention, and application.
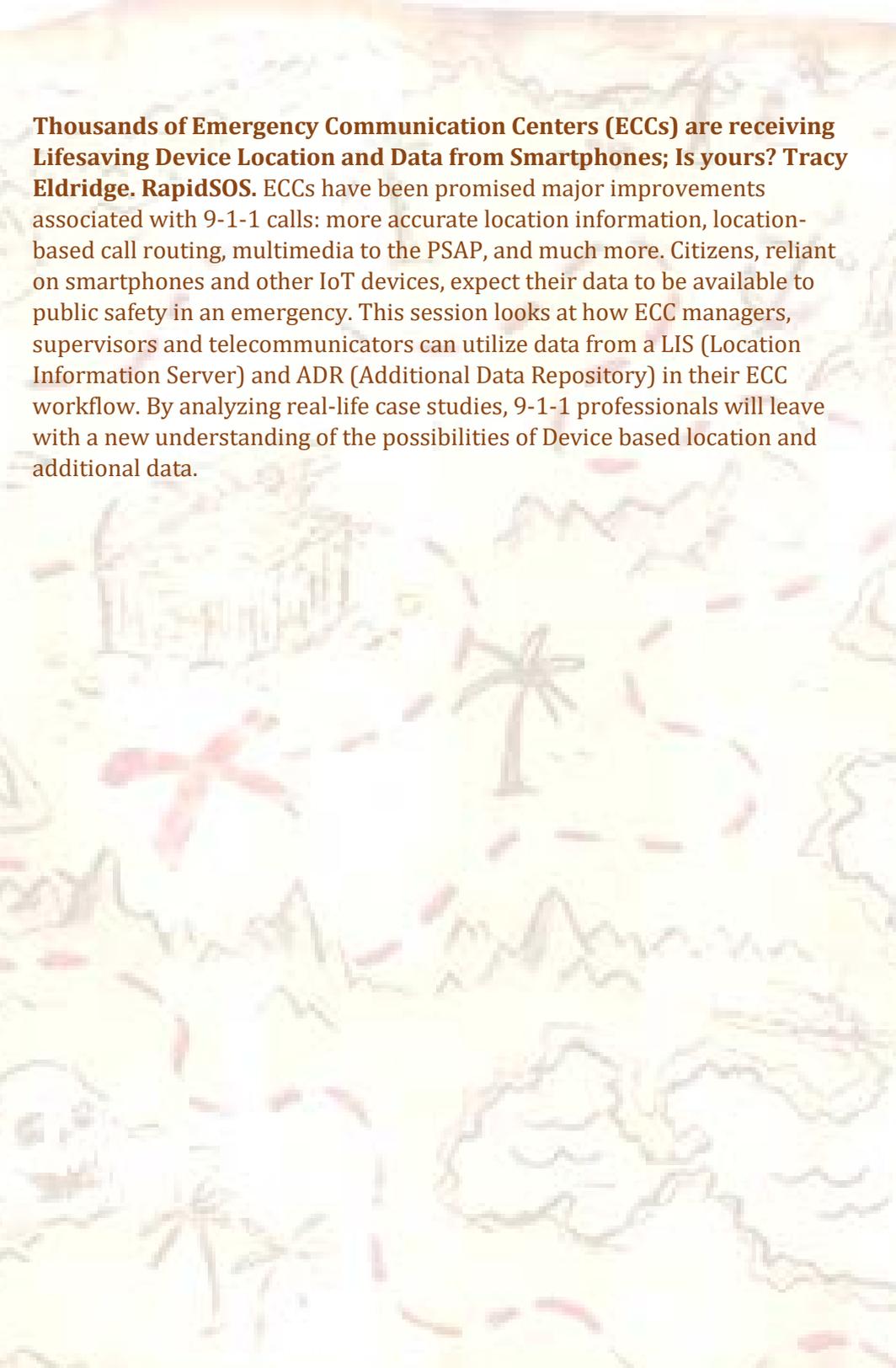
Thousands of Emergency Communication Centers (ECCs) are receiving Lifesaving Device Location and Data from Smartphones; Is yours? Tracy Eldridge. RapidSOS. ECCs have been promised major improvements associated with 9-1-1 calls: more accurate location information, location-based call routing, multimedia to the PSAP, and much more. Citizens, reliant on smartphones and other IoT devices, expect their data to be available to public safety in an emergency. This session looks at how ECC managers, supervisors and telecommunicators can utilize data from a LIS (Location Information Server) and ADR (Additional Data Repository) in their ECC workflow. By analyzing real-life case studies, 9-1-1 professionals will leave with a new understanding of the possibilities of Device based location and additional data.