

Monday, May 20, 2024

Recruiting Gen Z – Kim Turner

In this fun and engaging keynote address, 9-1-1 expert Kim Turner will dive into the critical topic of recruiting and retaining the next generation of 9-1-1 heroes: Generation Z. Kim will use her insights and humor to explore the unique characteristics, values, and expectations that define Gen Z in the workplace. You'll gain a deeper understanding of how these factors influence their career choices and what motivates them to pursue a rewarding career as a first responder. Furthermore, the address will equip you with essential strategies for leveraging technology and digital communication to effectively attract and engage Gen Z candidates. By the end of this session, you'll be armed with the knowledge and tools to design targeted recruitment campaigns that build a sustainable talent pipeline for your 9-1-1 agency.

Session 1: Improving Outcomes of Special Needs Interactions Through Dispatch, S. Zoltowski-Siordia

Dispatchers are the essential bridge between callers and responding officers and the information conveyed to officers can completely change the direction and outcome of a call. When calls come in pertaining to a person with special needs, dispatchers have the unique opportunity set up the officer for success and/or change the trajectory of the interaction. This session will discuss conversational red flags, keywords, and phrases to recognize, and strategies to convey to officers on scene.

Session 2: Contact PSAPS in Seconds with the NENA EPRC, K. Decker

Contacting another PSAP during an emergency shouldn't take an eternity; the luxury of time simply doesn't exist. Learn how the NENA Enhanced PSAP Registry and Census (EPRC) saves precious time when you need to reach PSAPs outside of your jurisdiction. You will learn how to ensure EPRC data accuracy and how others can use the EPRC to contact you when your own citizens need help.

Session 3: The Golden Brick Road, J & K Lott

We would like to tell our story of Jason's career as a police dispatcher. His illnesses and ultimate diagnosis of PTSD. His struggles and ultimate survival. The effects and impacts on our family. We raise awareness of mental health in the 9-1-1 call taker and emergency dispatcher community through our 501c3 non-profit, The Thin Gold Line Foundation. We want the general public to know who the first responders are and their struggles. We want to educate 911 professionals through a firsthand account of these struggles. And what we learned looking back - warning signs, missed opportunities, and the help that exists.

Session 4: Staffing in the 9-1-1 World, E. Howland

How to hire and develop quality employees & create a desirable work environment to encourage lifelong careers. Areas of discussion will include recruitment, hiring process, training, resources and technology, continued education, scheduling, opportunities outside of the center, work/home life balance, center moral, and more.

Session 5: AI is Empowering, Not Replacing Dispatchers, T. Shaw

With the inevitable adoption of AI technology in the public safety industry, call takers and dispatchers need to recognize this emerging expertise is an asset and not a liability. AI technology is a valuable tool in helping to eliminate missed communication and avoid miscommunication, while decreasing dispatcher stress and burnout. The emerging technology will never replace the dispatcher's highly skilled job, but rather improve overall efficiency, which benefits the community with faster and more accurate responses. This presentation covers four things: (1) Importance of human intuition – the understanding of why humans won't be replaced by AI tech in the rolls of call taker and dispatcher, (2) The critical and inimitable human ability of call takers and dispatchers to recognize and decipher caller emotion, volume, and clarity, (3) Benefits to also seeing what's being heard by the radio ear, and (4) AI as a helpful tool for maintaining quality assurance and training.

Session 6 (3 parts): 0 to 60: Career Survival & Emotional Wellness, M. Wierenga

There is a need to better prepare ECO's and their loved ones in dealing with the natural biological and emotional process that occurs from adrenaline dumps and the resulting consequences of the cumulative exposures to trauma, stress, tragedy and grief. Attendees will learn realistic and positive ways to manage the unique challenges and pitfalls that occur while on the job while also understanding the differences between depression, post-traumatic stress and normal recovery time behaviors.

Session 7: CJIS Compliance Audit Update, T. Carlsen

The presentation will cover changes to the audit process and requirements, as well as changes to the CJIS Security Policy.

GIS and Dispatching: Make your Map Useful!,J. Whipple

Session 8: The perception of telecommunicators is the map they see in dispatch is "just" a map. As a result, there are tools and data that get underutilized when dispatching. This session will help attendees acquire a better understanding of GIS and ways to utilize the tools available to them to make their job and job of field responders easier.

Session 9: TEXTY- Using AI and Location Services, P. Fuller & J. Seling

This class is targeted to front line Texty users. We will teach the telecommunicators how to utilize Texty's integrated location services such as RapidSOS and What 3 Words to their fullest potential. We will also show users how to communicate using a foreign language, whether it is an inbound text or outbound initiated text.

Session 10: Exploring the Life Saving Impact of Next Gen 9-1-1, S. Raucher

The digital age has ushered in a new set of expectations for emergency response, where precision, accuracy and access to real-time data and applications are necessary to meet modern needs. With the promise of the cloud, new Next Gen 911 capabilities are being adopted to enhance communication, better coordinate response teams, and transform the way in which teams approach emergency

situations. In this presentation you will learn how agencies are advancing their use of big data and modern tech to make a life-saving impact throughout their communities.

Tuesday, May 21, 2024

Be An Encourager – Halcyon Frank

The dispatch industry is filled not only with job related stress and worry, but the stress and worry we experience in our personal lives. Every day we each battle negative feedback and experiences both outside and inside our own heads. We're not alone in fighting these battles though. We each have the power to not only lift each other up, but to provide courage and sometimes invaluable support. During this session we'll dive into why encouragement matters, what type of encouragement fits us best, and how we can encourage others. Thank you to Smart Response Technologies for sponsoring Halcyon and the Denise Amber Lee Foundation. Stop by booth XX to find out the smart way to improve communications!

Session 11: Get the F Out of the Way, J. Keleher

Look, this class is going to scare some of you. But you're a professional, and this is the real world. Your career is changing every day. Dial tone is dead. Voice communication has taken its last communion. Calling all leaders & changemakers: it's time to stand the gap for your team in this digital world and revolutionize the way you're receiving and sharing actionable data to your own responders and across jurisdictions! Get the FEAR out of the way... we will see you in class!

Session 12: Outsourcing Cybersecurity in Public Safety, J. Ginn

In this presentation, we explore the necessity and benefits of outsourcing cybersecurity in this profession. This includes various aspects, such as the critical role of Modular Emergency Call Centers (ECCs), real-world case studies, and possible challenges and risks associated with outsourcing. The presentation also delves into best practices for vendor selection, the importance of regulatory compliance, and future trends in the field. We bring it to a close by emphasizing the need to balance risk management with innovative approaches in cybersecurity and providing a comprehensive view of the current landscape and its future direction.

Session 13: Dispatching Resilience, J. Robertson

Ever find yourself grappling with the aftermath of a tough day or a challenging call? The toll of a bad day affects our thinking, stress, and behavior. These events have tremendous effects on our brain's ability to filter, perceive and interpret what is going on around us, leaving us feeling overwhelmed, withdrawn, or on the edge of anxiety and/or depression. By delving into the unique ways our brains respond to such situations, we can uncover tailored techniques to unwind and decompress effectively. Join us for an enlightening session where you'll learn more about identifying what is going on in your brain and acquire specific strategies to reduce the impact of cortisol and dopamine on your thinking, behaviors, and health. It's time to dispatch resilience.

Session 14: Bridging the Gap: When Legacy Meets Next Gen, C. Branch

Delve into the intricacies of 911 emergency response systems as we explore the convergence of legacy technology and contemporary challenges. In "When Legacy Technology Meets Next-Generation Challenges: Overcoming the Divide," this session places a spotlight on the role of technology in reshaping 911 infrastructure. Discover the hurdles and opportunities in integrating cutting-edge technologies like artificial intelligence and data analytics into existing systems. From addressing interoperability challenges to navigating cybersecurity concerns, join us for a concise yet impactful discussion on the evolution of 911 response technology and its implications for emergency services.

Session 15: Communicating Discipline: The Critical Exchange, K. Inman

For some trainers and supervisors, communicating messages of disciplinary action or correction to trainees and subordinates is a smooth, hassle-free experience from which all parties emerge unscathed. For others, any attempt at this discourse (regardless of methodology) is the stuff of nightmares. Why? What makes this critical form of communication in a 911 center so easy for some and so brutal for others? In this session we'll take a look at qualitative research involving real telecommunicators in 911 centers to get to the heart of what matters in these critical conversations.

Session 16: De-Escalation & Critical Thinking, B. Pizzuti

This is a sixty (60) minute classroom-based confrontation avoidance/conflict resolution and a critical decision-making course. This course is designed to recognize aggression, not stimulate aggression, and to develop strategies/skills to reduce conflict. Participants will be introduced to Active De-Escalation Strategies that avoid or resolve interactions by employing resolutions tactics and de-escalation methods to promote successful community interactions. Students will be introduced to the Critical-Decision Making Model and its relationship to overall first responder safety.

Session 17: CHOO CHOO! It's the Adult Train, C. LeCureux

A successful CTO program will require trainers to utilize the knowledge of adult learning. The presentation discusses some basic concepts of andragogy and applies them to training in Emergency Communications. This will be lively, interactive, and full of shenanigans! Students will complete the class with a better understanding of how new employees learn and retain training materials.

Session 18: Responding to the Mental & Behavioral Health Needs of 1st Responders, A. Javanbakht

First responders (Dispatch, Police, Fire, EMS and Corrections) have a higher burden of behavioral health needs than the general population due to high and repeated exposure to traumatic events. However, they are less likely to seek treatment due to multiple issues, including a culture that promotes thoughtfulness. To address this gap, the State of Michigan has funded a statewide project to address their needs, including the formation of a network of clinicians. This presentation will introduce the project developed in active participation with police and fire fighter unions and illustrate common treatment needs and approaches. You will learn common behavioral health challenges among first responders. Identify resources to assist them and their families. Discuss culturally competent treatment approaches.

Session 19: How Leaders Champion Change in the 9-1-1 Center, A. King-Smith

In today's rapidly evolving landscape, leading change has become an indispensable skill for 911 center leaders. This panel brings together three distinguished leaders from different 911 centers to share their insights, challenges, and triumphs in change management. Drawing from their rich experiences, they will unravel the intricacies of leading teams through significant organizational shifts, offering a blend of strategic perspectives and actionable tactics. Attendees will walk away with a deeper understanding of the nuances of change leadership, equipped with strategies to champion change in their own organizations.

Session 20: Introducing DE&I Thought Leadership for 911 Professionals, T. Kelsey

When recurring events and experiences unfold, the pattern of these occurrences (history) provides the insights and understanding (lessons learned) necessary to illuminate future vision (creativity and innovation mindset). This presentation is about the possibilities for correction, change, improvement, enhancement, problem-solving – whatever terminology you want to use. DE&I thought leadership is an approach for leaders experiencing and thinking through challenging workplace interpersonal relations and difficult team dynamics (e.g., inclusion and belonging) inside of emergency communication centers. Putting all this together and applying it to the ECC is what I call DE&I thought leadership.

Session 21: A Bite of the Apple and Beyond: Dispatching in NYC, C. Carver

Join a former Director of FDNY Dispatch for a review of his career with the FDNY, from day one to the day of his early retirement. Days that included an incredible array of incidents, the transformation of the NYC 9-1-1 system, four years as a dispatch trainer, and his sometimes successful, sometimes challenging efforts to help his agency prepare for the future. These critical insights and experiences will benefit leaders and supervisors from any sized public safety agency seeking to improve operational effectiveness, enhance morale and concerned about ensuring their agency is future ready, while meeting the infinite challenges of the everyday

Session 22: AVI Preparation & Training ... and then Knowing, B. Davidson

The presentation will review the facts and ripple effects from the tragic AVI incident on MSU's Campus on February 13th, 2023. The presentation will highlight how preparing through continuing education helped our staff to navigate through the situation. We will also discuss what tasks were a struggle during the incident and what was learned in the aftermath.

Wednesday, May 22, 2024

Never Fly Solo – Lt. Col (ret) Waldo Waldman

Flying solo? You might think so. But take a good look around. You have support staff, managers, and suppliers. And you have colleagues, consultants, and significant others. By building trust in your partners, you can overcome obstacles, adapt to change, and achieve success. When you have wingmen, there is no mission you can't complete!

Critical Incident Stress – Public Safety Group/Tony Harrison

CIS is real. We must understand this, and we must understand what will happen if we do not deal with CIS. What we can do to prepare for Critical incidents that will occur to us in our line of work. Sponsored by Hexagon. Stop by booth 31 to find out how Hexagon can help manage Critical Incidents.

The Changing Face of the Active Shooter– MACNLOW, Rich Thacker

Through careful research, statistical information, and case studies this presentation will offer insight into the changing profile of the active shooter in America. We will look at the behaviors, characteristics, and warning signs of an active shooter prior to an active shooter event. We will touch on several case studies to attempt to understand the changing face of the active shooter and the law enforcement response to these acts of violence.

Thursday, May 23, 2024

Legacy Makers - Doug Showalter

Throughout history there have always been those who willingly step in during difficult or challenging times and prove humankind is still alive and kicking. These are true legacy makers, inspiring others, showing compassion, and acting for the benefit of others. Our company motto of “LEAVE A LEGACY” was designed to remind everyone that your legacy is being built every day, through every interaction, one person, one day at a time. Working in public safety you’re given the chance to touch many lives & probably don’t even realize the incredible impact you may’ve had on each one. Some of you will change lives in big ways, affecting hundreds of people, others will do it in a more personal way, by helping an anonymous caller, a co-worker, or just being there, listening and providing an empathetic ear to someone in need. One is not more important than the other, if you help a large group of people or one by one, that’s how legacies are created, when you act. During this session, we will explore those who have left a lasting legacy and those that have become true legacy makers. Legacy is described as not leaving something for people, rather it’s leaving something in people, so with that in mind, who is the first person you think of that has made a definite impact on your career? Thank you to MMRMA for sponsoring this session! Stop by booth 28 so they can help to ensure you don't leave your employer a legacy!

Pathfinder Resilience – Renee Thornton

Survivor Island ~ Your Workforce Culture Has No Innocent Bystanders Wellness, for far too long, has been defined in broad strokes, leaving agencies floundering to provide detailed, intentional resources that celebrate personal accountability to self-care. Dr. Renee Thornton pioneered the first whole-person approach to wellness in her training course, Navigating Adversity: Tactical Self-Care for First Responders. Partnering with NENA, this program is now available to the 911 community at-large. In this Survivor Island-esque keynote presentation, she will engage the entire audience in a friendly competition that will require the use of practical self-care tools to uncover each clue, while navigating adversity.