

Monday 3/5/2012	
0800-1600	Board of Officers Meeting
1600-1800	Early Registration
Tuesday 3/6/2012	
0800-0900	Registration
0900-1100	Must Someone Die? This presentation will remind front-line dispatchers about the importance of remaining vigilant, taking every part of the job seriously, and not waiting until the last minute to react.
1100-1200	Lockdown! A look at school safety from the perspective of school personnel. Why we don't always get the information we need, and how we can work with our local school system to improve response to school related incidents.
1200-1330	<i>Luncheon (provided) and Business Meeting</i>
1330-1530	It's Not Just a Job, Its and Adventure A presentation from someone who has "been there, done that." How even the most routine call can go horribly wrong and change not only your career, but your life, FOREVER!
1530-1630	Calls Gone Wild! Tired of flying by the seat of your pants on those calls that are rarely received, but have major consequences if handled incorrectly? Learn practical instructions you can provide callers dealing with critical incidents such as runaway cars, submerged vehicles, and other exigent circumstances.
Wednesday 3/7/2012`	
0900-1000	How to Get Fired on Facebook We've all seen postings that make us cringe. Learn how what we do off duty, especially through social networking, that can lead to disciplinary action and even get you fired.
1000-1100	My Bff Nds Hlp...IJS Its coming, whether we want to accept it or not. Text messages, photos, and videos will be coming into our communications centers before you know it. Learn how what is commonly referred to as NexGen 911 will affect the daily operations and the people taking the calls.
1100-1200	Five Universal Truths Reduce liability and citizen complaints while improving citizen and officer satisfaction with the service you provide. Learn the five keys to effectively interacting with every person you come in contact with, regardless of age, culture, ethnicity, or background.
1200-1330	<i>Lunch On Your Own</i>
1330-1700	Square Pegs and Round Holes Communication Centers are notoriously stressful and full of drama. But, when the stuff hits the fan, the ability to work well with others will make or break the careers of the people on the front-line. This interactive session will uncover the not so well-kept secrets of radio room culture and discuss the traits of successful dispatch teams.