

# NENA Excellence in Dispatch Certificate Program

## WHAT

### Advanced Fire & EMS Dispatching

Dispatching Fire and EMS units sometimes seems just like one more part of working inside the 9-1-1 Center. The truth, as many know, is much different. The complexity of fire and EMS responses, the time critical nature of fire and EMS operations, and the staffing-intensive realities of these events demand a specific set of skills and knowledge if dispatch personnel are to rise to the challenge. During this workshop, attendees will gain knowledge to help make them better dispatchers, improve their understanding of fire and EMS operations, and learn why fire- and EMS-specific dispatch skills and awareness are critical to successful outcomes.

### Enhanced Caller Management

This exciting new course helps you become a better call taker, enhances your professional skills, and improves outcomes for your agency and the community you serve. From active listening to decision making, local knowledge to performing efficiently in a crisis, the journey to becoming a star performer under the headset starts here. Join NENA for this exciting new course that builds upon basic standards, protocols, and policies to help you advance to the next level of 9-1-1 call-taking proficiency on your journey towards professional mastery. Topics include: handling infrequent but highly critical events, improving listening skills, and developing a plan to keep your skills growing to meet new challenges.

### Advanced Police Dispatching

Excellent police dispatchers must continually improve their skills and keep current with evolving trends. This course helps experienced law enforcement dispatchers take their abilities, knowledge, and performance to the next level. Attend to learn about the dispatcher's role in specific crucial situations such as handling increased radio traffic, ICS events, SWAT/Negotiator calls, civil disturbances, and active assailant events. Through this course, you not only learn vital information about the evolution of your profession, but also learn to anticipate field unit requests, and prepare to successfully handle large- and small-scale events while maintaining public welfare and field responder safety.

Students attending all three classes will receive a *NENA Excellence in Dispatch Certificate*.

## WHEN

October 5-7, 2020

8:00 AM – 5:00 PM

## WHERE

Public Safety Training Facility

6201 Pueblo Drive NW

Huntsville, AL 35810

## COST

Tuition sponsored by Alabama 9-1-1 Board

## REGISTRATION

[Click Here to Register](#)

## FOR MORE INFORMATION

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