



ALABAMA 911 BOARD



In Partnership with

ON SCENE FIRST

Presents

4 LOCATIONS ACROSS ALABAMA

Reset It, Before You Regret It!

Instructor: Tracy Eldridge, ENP

If you're a novice or a seasoned call-taker, this session is designed to refresh and reinforce your approach. We begin with a brief mental health check-in and then embark on a journey to boost confidence and refine skills. This class focuses on preventing subpar call handling and identifying potential areas of liability. If you're seeking a customer service reset and insights on TTY, EMD refresh, social media do's and don'ts, and valuable free tools to enhance your performance, this class is a must!"

Cost: FREE

Dates & Locations:

March 18, 2024: 911 Telecommunicator Circle, Robertsdale, AL

March 19, 2024: 231 Montgomery St., Montgomery, AL (Gold Room, 2nd floor)

March 20, 2024: 3142 Lorna Rd., Hoover, AL 35216

March 21, 2024: 302 Lee St NE, Decatur, AL (THIS CLASS IS FULL, waitlist available.)

Time: 8 am- 4 pm CST (Lunch included)

Register Here:

www.onscenefirst.com/4alabama

Host Agency Contact:

Jeanie Pharis at Jeanie.Pharis@morgan911.com

On Scene First Contact:

Tracy Eldridge at teldridge@onscenefirst.com