



New 9-1-1 Training Opportunity

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.



WHEN May 12, 2019, 8:30 AM – 5:00 PM

WHERE Kalahari Resort
1305 Kalahari Dr., Wisconsin Dells, WI 53965

COST NENA Members - \$75.00
Non-NENA Members - \$125.00

REGISTRATION www.wipscom.com

FOR MORE INFORMATION Dani Miller - danielle.miller@douglascountywi.org
Ty Wooten - Education/Training Director - [@twooten@nena.org](https://twitter.com/twooten)



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