



## **First Contact 9-1-1, LLC**

P.O. Box 1815  
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(866) 613.1911  
[www.firstcontact911.com](http://www.firstcontact911.com)

### **Battle Tactics for Supervisors Workshop**

Our 2-Day 'Battle Tactics for Supervisors' workshop will provide information for the Lead, Shift Supervisor Communications Training Officer or other 9-1-1 professional in dealing with the overall process of Management and Supervision.

This class will also be helpful for those interested in promoting into a Supervisor position. **We'll cover:**

- The 12 Lessons Most Needed by a New Supervisor
- What Your Boss Expects Most from You
- Establishing Quality Agency Training Standards
- Preparing Effective Employee Evaluations
- Practicing Remedial Training Techniques
- Developing Project Management Skills
- You Got Promoted...They Didn't...Now What?
- Counseling and Mentoring Your Team
- Using Progressive Discipline
- Dealing with the 'Old Guard'
- Effective Time Management Techniques
- Establishing Positive Change in the Workplace

This class will be of benefit to experienced supervisors, as well as those new to the position.

Call our FC911 Customer Care line at (866) 613.1911 to schedule a class in your area today!