



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

P.O. Box 1815  
Morgan Hill, CA 95038  
(866) 613.1911  
[www.firstcontact911.com](http://www.firstcontact911.com)

### **1 and 2 Day Supervising in the Center Class**



This course is designed for anyone whose duties include aspects of supervising in the 9-1-1 Center. From Lead Dispatchers to Shift Supervisors, to Center Managers and Directors, this course is for you. Newly promoted with no previous supervisory experience? You will learn the essentials of supervising effectively. Been a supervisor for awhile but never received any supervisory training? Tips and techniques discussed in the course will significantly enhance your performance as a Supervisor.

**Day one** features discussions of issues such as Styles of Leadership, 'Working with the Old Guard', evaluating personnel, scheduling, dealing with problem employees, budgeting, reporting, project planning and implementation, directing the work of others, practicing effective time management, handling personnel matters, effective delegation, and training issues.



**Day two** includes plenty of time for students to work on small group problem solving exercises, addressing issues that happen frequently in almost every dispatch center. We'll discuss remedial training versus progressive discipline, working with ADA issues, running effective meetings, and how to inspire, coach and motivate your team members to do their best in the Dispatch Center.

Our Instructional Service Team instructors bring to this course many years of effective public safety supervision, management, and administrative experience. This Course was especially to explain the 'Why' of what we need to know as Supervisors.

Single day '*Supervisor Refresher*' classes are also available.

Let First Contact 9-1-1 train your Supervisors to perform at their best!  
Call our Customer Care Line at (866) 613-1911 for more information.