

## ***2009 MONENA Course Presentations***

**"Awareness Equals Safer Kids"** Class Duration 1 Hour

This class will discuss the missing and exploited children cases.

**Instructor:** Cindy Uchtman  
Webster County 911

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### **Love Hurts - Family Violence**

Domestic violence calls are increasing. The public is encouraged to call 9-1-1 and report abuse to law enforcement. What will **you** say to a victim? Why do women stay in abusive relationships? What is a safety plan?

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**"Problem Solving For Dispatcher"** Class Duration: 1 Hour CEU

**Instructor:** APCO Institution

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***Enterpol Snack Break 3:30 to 4:00- Cookies, Brownies and refreshment will be provided. This will be held in the Vendor area.***

**"How Can I Control This Situation?"** Class Duration: 4 Hour

This program presents methods and techniques designed to manage hostile confrontations. Frequently 911 Call Takers are confronted with hostile callers that place the Call Taker in situations where the wrong tactic may jeopardize the caller or victims safety on the scene. This interactive program utilizes the talents of the attendees to exhibit dynamic approaches to diffuse hostile situations. This course will include role play depicting real life scenarios.

**Instructor:** E. Frank Kirk, ENP, Vice President  
Advanced Concepts, Inc  
Public Safety Consulting Division  
Winter Springs, FL

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*AT&T Welcome Reception 6:00 pm to 8:00 pm*

*This will be held in the vendor hall. Includes food and beer and cash bar. Come and welcome your vendors.*

**“Opening Session” 8:00 am to 9:30 am**

**Instructor: Candy Whirley**

It Takes 4 to Tango

Managers in today’s organizations can’t just manage...they must lead, and lead with the 4 C’s. Learn to: Be more **Confident** about who you are as a leader in your personal and professional life; Improve **Communication** skills...and understand what you are truly conveying; Become more of a **Creative** problem-solver in your organization; **Change** your attitude and perspective about those you work and live with!

*“You were able to give people valuable and “Useable” tools and techniques that could be used immediately. People are still talking about how much fun they had in your session!”*

L. Landry, Senior HR Consultant, University of Texas Medical Branch

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**“Break-Out Session” 9:30 am to 10:30 am**

**Instructor: Candy Whirley**

**People are not difficult...they are just different!**

Dealing with conflict and confrontation in the workplace is a must in today’s organizations. Learn to: discover behavior patterns leading to conflict; separate the person from the action.; learn five conflict resolution strategies; gain knowledge of PEOPLE differences.!

*“I think there was just the right amount and balance of course activity, playing, take-a-ways, and group exercises.”*

B Hesskamp, Vice President, CNN

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***Scott Porter Memorial Brunch 10:30 to 12:00***

***This will be held in the Vendor hall. Guest speaker will be Bob Currier Regional VP for NENA***

**"Officer Down"** Class Duration: 1 Hour

This course is instructed by a Greene County Sgt who was shot in the line of duty. He will discuss his situation and what dispatch did to help him through this crucial time in his career. Sgt Lynn will also pose the question, Are you ready to take this call? If not, what do dispatchers need to do to prepare for this situation.

**Instructor: Sgt Jeremy Lynn**

Greene County Sheriffs Department

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**They've Got Our Number - The Suicidal Caller**

Are you prepared? Suicide is the 8th cause of death in the United States. For every successful suicide, the other half will call 9-1-1 for help before they make the attempt. Call taking techniques to help you with these people in crisis.

**Instructor: APCO Institution**

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**"Supervisors Liability"**

**Instructor: APCO Institution**

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**"Leadership During Challenging Times"** Class Duration: 2 Hours

During this period of economic downturn, emergency services leaders face new challenges including potential reorganization, downsizing, and reduced budgets. This program shares leadership techniques to help leaders adjust their expectations and planning to manage their organizations during adversity.

**Instructor: E. Frank Kirk, ENP, Vice President**

Advanced Concepts, Inc  
Public Safety Consulting Division  
Winter Springs, Fl

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*A&W Communications Snack Break. 3:30 to 4:00 pm. Includes jumbo pretzels with cheese and A&W rootbeer floats. Located in the Vendor hall*

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**"Model Response TERT Deployment/ MRTD":** Class Duration: 2 Hours

This course gives details on everyone's responsibilities, the requesting PSAP, deployment team, including the members.

**Instructor:** Elizabeth Pierson  
Director Carroll County Communication Center

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***Nick Gibson Band in Concert***

*8:00 pm to 11:00 pm*

*Held in the Vendor Hall*

*Country mixed with a little rock and blues. Something for everyone to enjoy. Check your name badges..... First drink is on us!*

**"Effective Use of Interpreters on 9-1-1 Calls"** Class Duration: 1 Hour

Find it awkward to work with interpreters on emergency calls? This session showcases best practices and common pitfalls to avoid when using an interpreter to communicate with non-English speakers on 9-1-1 calls. Learn how our interpreters are trained to work with you, and increase your overall effectiveness when seconds count.

**Instructor: Greg Welsh**  
**Language Line Services**

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**"MOTERT Basic Awareness"** Class Duration: 2 Hour

This Course is a 4 Hour CEU class that will go over the Telecommunicator's mental and physical preparation for Missouri telecommunication emergency response team.

**Instructor: Elizabeth Pierson**  
Director Carroll County Communication Center

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**"Building a Large Communications Network with Multiple Plans and Funding Sources"** Class Duration: 1 Hour

The method by which the Mid-America Regional Council (MARC) has done or is doing for the KC Region in planning and implementing a 9 county regional radio system that will support not only radio communications and interoperability but also 911 and other PSAP needs such as video conferencing, data, telephony, etc..

**Instructor: Dean Hart**  
Tusa Consulting Services  
*Previously Program Manager, Motorola, Commonwealth of Virginia, Statewide Agency Radio System (STARS) and Field Service Manager, MA/COM, Inc., State of Florida Law Enforcement Radio System (SLERS).*

*Dean also served thirteen years with the Kansas City Missouri Police Department in every role of technical service, operations, and technical management.*

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**“Sunshine Law; How it effects 9-1-1 Centers”** Class Duration: 1 hour

**Instructor:**   **Instructor:** James Klahr  
Attorney General’s office

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**"Air Medical Presentation "** Class Duration: 1 Hour .

**Instructor:** Jerry Kirchoff

The effort comes from the Air Ambulance Sub Committee of the State Advisory Council on EMS and the new Mo. Association of Air Medical Services or MOAAMS. The individual items of discussion are-

Air Medical Programs in Missouri, an introduction.

    Who-What-Where

    Types of Aircraft

Requesting Air Medical Resources

Communications capabilities

Multiple Aircraft Responses

Helicopter Early Launch Protocols

Helicopter Shopping

Air Medical Safety

    Weather

    State and National Initiatives

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**"Mules: What's coming...."** Class Duration: 1 Hour

A MULES Trainer will be discussing what is coming new in 2009 for Mules. This will also be a good question and answer time.

**Instructor:** Christinia Lashmet  
Missouri State Highway Patrol

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**“How to guarantee accuracy in your 9-1-1 and GIS databases”** Class Duration 1 Hour

This training class will provide valuable insight into how you can easily verify the accuracy of your addressing, GIS and 9-1-1 databases. You will learn about how accurate data saves lives, increases productivity, eases workload and saves time and money. Other items discussed include specifics on ways to more easily manage addressing and database anomalies.

**Instructor: Anthony Haddad**  
**Contact One**

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*Tusa Consulting Lunch 12:00 to 1:00 pm*  
*This will be held in the vendor area.*

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**"Stress Presentation"** Class Duration: 3 Hour

Insert Course Description here.....

**Instructor: APCO Institution**

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**“Mapping”** Class Duration: 1 Hour

Insert Course description.....  
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**Instructor: Mark Allen**  
Lafayette County GIS Director

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**“9-1-1 Release Tapes”** Class Duration: 1 Hour

Basic information about the recordings that comm centers maintain. Who gets recordings from the Comm Center and how do you account for the recordings that you do release. How do you take those recordings to court when requested. What can you charge for non public safety requests.

**Instructor: J.R. Webb**  
Greene County Communications

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**"HIPPA Truths and Myths"** Class Duration: 1 Hour

This course will go over the myths and truths of HIPPA and how it effects 9-1-1 Centers.

**Instructor: Richard A. Keller**  
Fitch and Associates

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**“9-1-1 With RD Porter”** Class duration: 1 hour

RD Porter will be discussing recent 9-1-1 issues for the state of Missouri.

**Instructor: RD Porter**  
Sate of Missouri 9-1-1 Coordinator

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*Positron Awards Banquet Dinner 6:30 pm*

*Black Jack Tournament: Hosted by Plant/ CML  
Following the Banquet*

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**“Directors Round Table-Strategy”** Class Duration: 1 Hour

This is a time for directors all over the state to sit down and discuss issues and ideas from their center. This is a good question and answer time.

**Instructor: Mike Kindle**  
MONENA President

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