

TRAINING

Dealing with the Difficult, the Really Difficult and the Just Plain Ugly- Tactics to De-escalate, Validate, Navigate, & Problem Solve

- Part I - It's all about you!
What you bring to the party
Assessing individual conflict styles and conflict comfort zones
- Part II - Where is all this stuff coming from?
Identifying the root causes of workplace conflict.
- Part III - Tactics to de-escalate.
How to bring folks down from the ceiling and back into reality.
Learning to create safety and lay the groundwork for problem solving.
- Part IV - Navigating Turbulent Waters.
Workplace conflict resolution skills.

Instructor – CAROL BOWSER, Owner, Conflict Management Strategies

In 2002 Carol founded **Conflict Management Strategies**, a company emphasizing training and consulting on conflict resolution in schools and workplace. She works with companies of all sizes to increase productivity by improving working relationships. Carol is a licensed attorney in Washington State. She earned her law degree at Seattle University School of Law. In 1997 Carol began training in the areas of conflict resolution, communication skills, negotiating, and leadership. Carol also brings her talents to the University of Phoenix as Lead Law Faculty where she instructs in the areas of Employment and Business Law.

VoIP – Challenges & Consequence

VoIP is changing the way we communicate. Only one thing is slowing down the VoIP revolution: E911. Despite Herculean efforts by the VoIP industry, deployment of E911 service has fallen short of the schedule mandated by the FCC. Why has deployment been so difficult? Once deployments are complete, what should dispatchers expect from VoIP? This presentation will answer these questions, with plenty of time for audience Q&A.

Instructor - RICHARD “Dick” DICKINSON

Following graduation from the US Military Academy at West Point in 1973, Dick Dickinson served 12 years in the US Air Force. Dick joined McCaw Wireless in 1991 and eventually went to work managing the logistics for building the first cellular network in Colombia, South America. When the demand for wireless E911 deployments commenced in 1998, Dick was recruited to join XyPoint Corporation (later acquired by TCS) as an E911 wireless deployment manager. He has completed thousands of wireless E911 deployments and has dealt with all of the many technical challenges that have come and gone as E911 wireless technology has evolved. Dick now represents TCS in many industry forums, including NENA, ESIF, APCO, E911 Institute, ComCare. He is also a member of the State E911 Advisory Councils in both Washington and Tennessee. Most recently, Dick has applied his E911 wireless expertise to the challenge of VoIP. He is also the co-chair of the NENA workgroup for developing SS7 Technical Information Document for E911 trunks for VoIP vendors and chair of the E911 Institute IP Issues Subcommittee on Policy. Dick speaks frequently at NENA, APCO, and other industry forums on subjects related to wireless and VoIP E911.

DAPS, the Latest and Greatest

- Driver and Plate Search (DAPS) application - brief overview on what it is and how it got started
- How many agencies are currently using DAPS
- Options in Accessing DAPS (both digital certificate and Secure Access) - What are the differences.
- Safe Harbor site for information, forms, Q&A, etc
- Interactive demo (include registration process), search criteria, with questions and answers to follow

Instructor – DEBRA THEN, with WA State Dept of Licensing

Debra has been an employee of the Department of Licensing for 28 years with the majority of time spent managing a License Service Office in Auburn, WA. For the past eight years, she has worked as a Project Manager for the Vehicle

Services Division. The Law Enforcement Data Access Project, which is the project that brought the Driver and Plate Search (DAPS) application to the law enforcement community, has been a project that she has worked on for over four years now.

What Every Public Employee Needs to Know about Discrimination and Harassment

Seminar Objectives: Participants will learn:

- The standards for discrimination and harassment;
- What to do if they experience or witness harassment or discrimination;
- How to recognize retaliatory behavior;
- The consequences of violating the discrimination or harassment policy; and
- How to reduce complaints through more effective communications and conflict resolution.

And Managing Employee Discipline

Seminar Objectives: Participants will learn how and when to use the disciplinary process successfully. Topics include:

- Common-sense approach to progressive discipline;
- Taking the mystery out of procedural rights; (Weingarten, Loudermill, and Garrity);
- Understanding the role of "just cause";
- Responding to "thorny" disciplinary issues, i.e., off-duty conduct;
- How might an arbitrator view your case; and
- Things to include on the written disciplinary notice.

Instructors, JANET MAY and JANICE CORBIN

Janet May is an attorney with over 15 years of experience in the labor and employment law field, and has represented both management and labor.

Janet joined the Seattle City Attorney's Office in the Employment Law Section and represented a number of City departments in civil employment-related litigation. She also advised the City Council and department executives about labor relations matters. Janet joined the Human Resources Department of the Seattle Police Department where she worked with collective bargaining and employment issues.

Janet has a bachelor's degree in Finance, graduating Summa Cum Laude from Arizona State University. She earned her J.D. from the University of Washington Law School in 1990, graduating with high honors.

Janice Corbin has over 20 years of human resources experience with the Seattle Police Department and the International Harvester Truck Company. She has worked in the law enforcement field for over 22 years.

In her position as the Human Resources Director for the Seattle Police Department, she served as a member of the Chief's executive team, and managed a full service human resources bureau.

Janice has a bachelor's degree in Sociology and Education and has completed a number of post-graduate courses in human resources and labor relations studies. She is a member of the Society for Human Resources Management (SHRM).

Super Session: “Katrina and the Ensuing Communications Challenge”

The technical and personal challenges that we experienced Ideas on how to address the issues before and during an event

INSTRUCTOR – JACK VARNADO

Mr. Varnado has served as Deputy Director of St. Tammany Parish Communications District in Covington, Louisiana, since March 2004. His many responsibilities include serving as staff contact with seven (7) PSAPs as well as training, and overseeing the GIS and MSAG maintenance and public education (program.) From 1989-2001, Jack was employed by East Baton Rouge EMS/911 serving as Chief of Communications, Shift Supervisor, and Communications Training Officer. In 2001-2002, he held the position of Medical Response Manager for the East Baton Rouge Office of Emergency Preparedness. Jack became affiliated with APCO in 1992 becoming a Basic Telecommunicator Instructor in 1998 and an APCO Institute Adjunct Instructor in 2003. Obtaining his Associates Degree in Public Safety Telecommunications through the APCO Virtual College in 2002, he has been honored to be a contributing editor in several APCO Institute Courses and has conducting training sessions at the Annual APCO International Conference. Jack, his wife Peggy, and their two children reside in Livingston, Louisiana.

NW Urban Search and Rescue Efforts

Overview, discussion and question/answer period about the post-storm SAR response to New Orleans. Assistant Chief Dominic Marzano, Kent Fire Department, who responded with a local area Search and Rescue Team, will lead this discussion. More information on the presentation will be available in the future.

An Introduction to Emotional Intelligence

What is all the fuss about emotional intelligence? Research in the past 15 years clearly shows in any given work pool high emotional intelligence (EQ) trumps high intelligent quotient (IQ). Emotional intelligence supports performance and peak experience where “smarts” do not. The good news is you can increase your emotional intelligence.

And....Emotional Intelligence Applied in the Workplace

Intelligence may be a given requirement in law enforcement. Yet it is emotional intelligence (EQ) that determines who excels and who does not; and, perhaps more importantly, who enjoys their work and their life and who does not.

Each day, at work and in our personal lives, we attract challenges and opportunities. Our mastery of our own EQ competencies is the ultimate deterrent factor in the outcome. In this workshop you will learn practical skills to immediately apply the core competencies of emotional intelligence in your workplace.

INSTRUCTOR - DAN SULLIVAN

Dan Sullivan is the founder and principal of Core Concepts Learning. He has over 16 years experience designing, developing, and delivering professional and personal development learning with an emphasis on emotional intelligence skills. He is a humorous, intuitive, and empathetic presenter to thousands of participants in both the public and private sector. His management background is extensive with over 25 years of professional and technical experience. He has held management and technical positions with such companies as Coors Ceramics, The Boeing Company, K2 Ski Corporation, and Context Associated. Dan designs learning workshops to meet client objectives on such topics as leadership, emotional intelligence, customer service, motivation, personal accountability and responsibility, communication, and performance coaching.

New Guidelines for Telephone CPR - King County EMS

EMD continuing education presentation on the new guidelines for Telephone CPR.

INSTRUCTOR – CLEO SUBIDO

Cleo Subido is the Manager of the Emergency Medical Dispatch Program – King County EMS

AMBER Alert

When a child is abducted, time is of the essence. Studies of abducted children who were murdered indicate that 44% of the children died within the first hour of abduction, 74% died within the first three hours of abduction and only 1% survived more than a day.

In April of 2004, in cooperation with the Washington Association of Sheriffs and Police Chiefs, the Washington State Association of Broadcasters, the Washington State Patrol, the Washington Military Department, the Department of Transportation and the Washington State Department of Information Services, the Washington Statewide AMBER Alert plan was signed into effect.

In July of 2004, Washington State was the first state in the nation to launch the AMBER Alert Web Portal which provides the means to quickly and efficiently disseminate AMBER Alert information.

During the presentation, Mr. Pohl will discuss the policy and procedure to activate an AMBER Alert in the State of Washington, extend Washington AMBER Alerts to other states, and extend other state's AMBER Alerts in Washington. Mr. Pohl will also demonstrate the AMBER Alert Web Portal.

INSTRUCTOR – GEOFF POHL

Geoff Pohl started his career with the Washington State Patrol in March of 1989 as a Communications Officer assigned to Bellevue. In 1992 Geoff transferred to Wenatchee and then to Spokane in 1994. In 1996 Geoff Was promoted to Communications Officer 2 (Trainer), remaining in Spokane and then one year later was promoted to Communications Officer 3 (Shift Supervisor) and assigned back to Bellevue. In 1994, Geoff was selected as the State Patrol's Communications Officer of the Year.

Geoff has been the Training Program Manager for the Washington State Patrol Communications Division since June of 2004 where he coordinates the Academy for new Communications Officers and handles all the Radio Procedure training for Trooper-Cadet courses and various user groups around the state.

Building an Effective CTO Program

Learning Objectives for the Class

- Categorize traditional problems with training programs
- Identify steps in building an effective program
- Recognize the value of investing in a strong CTO Program

Topics Reviewed

- History of training practices at Valley Com
- Agency investment in CTO group
- Formalization of the CTO Program:
- CTO job description
- Application process for CTO position
- Requirements and expectations of the position
- Annual evaluations
 - Professional development of each CTO
 - Development and implementation of training:
 - Academies
 - Daily Dose
 - 1:1 Training assignments
 - CE training
 - New/changing technology
 - Projects
 - CTO ownership of training

INSTRUCTOR – YVONNE CARSLAY

Yvonne began her career in Public Safety at Valley Communications Center in Kent, Washington 19 years ago as a call receiver. She eventually became a dispatcher, then supervisor, and also served as an instructor for the WSCJTC Telecommunicator Program for 10 years. Today Valley Com has a staff of 100 telecommunicators serving a population of more than 680,000 citizens and 26 police, fire, and EMS agencies. Yvonne fills the position of training coordinator.

CTO Feedback Model – How to Give Feedback to Trainees

Feedback is what allows the trainee to know what behaviors to continue and what behaviors to change in order to comply with performance standards. It allows the trainer to identify what needs to be presented, presented again, or emphasized. It helps the trainer plan the training process and to evaluate the effectiveness of the current training. This presentation deals with the characteristics of feedback, both formal and informal. There are several steps in the feedback models presented – facilitators will model the steps and discuss the importance of feedback in the training process.

INSTRUCTOR – AMY WARRIOR

Amy Warrior, Training/Operations Manager, 12 years at Kitsap County Central Communications (CENCOM). She has been involved in training as an instructor, a CTO, a curriculum developer, and supervisor. Amy is also instructor for Washington CJTC Telecommunicator Program.

Synopsis Of E911 Database Topics

1. 911 CALL FLOW AND DATABASE IMPACTS.

This session is a building block for the E911 Database Track. A basic understanding and review of the E911 call flow and database impacts is essential for E911 database maintenance and error resolutions as well as accurate dispatches.

2. ANI-ALI ERROR REPORTING

This session will provide the definitions and processes involved to recognize and correct Automatic Number Identification and Automatic Location Identification errors. This session will also enhance dispatcher's ability to recognize and communicate these errors for resolution.

3. ANNEXATION AND READDRESSING PROCESSES

This session will assist the addressing authorities and MSAG coordinators in dealing with the issue of addressing changes required for projects between and within jurisdictions. This session will discuss how those changes can be coordinated, communicated and effected in a way to minimize E911 calling and inaccurate dispatches.

4. MSAG MAINTENANCE

This session will have break out discussions so PSAPs can focus on their particular database supplier:
Qwest/Intrado - 911NET use and abuse or how to make your life easier
Verizon
Sprint

5. TRAFFIC STUDIES – MYTH AND MYSTERY

Are P.01 and CCS just slang words or do they really mean something? If I knew what it meant what would I do with it? This session is to take the mystery out of traffic studies and provide hands on examples and work sessions to use this information with confidence in meeting state requirements for E911 service requirements.

6. DATABASE Q & A DISCUSSION PANEL

This session is an open session to discuss any and all E911 database issues and topics that may be on the participant's minds.

INSTRUCTOR - JERRY FOREE

Jerry Foree is the Qwest E911 Database Manager for Washington, Oregon and Idaho and has been employed at Qwest for the past 36 years. Jerry's primary experience has been involved in switching and traffic engineering, complex translations and switching administration. Jerry has been directly involved with 911 Repair and Database Management for the past nine years and is part of the 911 Operations Team for the Qwest 14 State Region.

INSTRUCTOR – MURIEL HAGLIND

Muriel Haglind has worked in the 911 industry for 20 years. She is one of three Industry Government Affairs Liaisons for Intrado. Before joining Intrado Muriel was employed with the Metropolitan 911 Board (Now known as the Metro Emergency Services Board) in Minneapolis/St. Paul, Minnesota. She has been involved with both NENA and APCO – serving as the Minnesota NENA Chapter's first president as well as other offices and she is currently the First Vice President – Treasurer for the MN NENA Chapter. She has presented a variety of sessions for national, regional, and state NENA and APCO conferences. As a Government Affairs Liaison for Intrado she frequently is requested to speak at a variety of venues that focus on the notable issues being faced by public safety. Currently the PSAP community is facing next generation 911 and E9-1-1 for *voice over internet protocol* – VoIP. Muriel has a regional office for Intrado in Minnesota and is responsible for 14 states.

Behavioral based Pre-Employment Assessment: How to measure those innate behaviors before making a hiring commitment

Why do some people respond better to training than others? Two words...JOB FIT! Learn how to hire the right person for the job by really getting to know your candidate's job fit potential at the very beginning of the selection process. Participants will see a unique new way to measure applicants for dispatcher and determine who has those innate or intangible elements that make a tremendous difference in a workers on-the-job performance. The most important opportunity that management has to impact their organization is the selection of people.

Participants will also receive a unique behavior based interview guide for dispatchers as well as a performance evaluation based upon key on-the-job behaviors.

INSTRUCTOR – GEOFF A. RODGERS

In his 15 years of work in the Human Resources Field, Geoff Rodgers has worked with a wide variety of organizations across several industries including, distribution, transportation, public safety, and retail. Helping agencies find the right person for the job at all levels of an organization from entry level positions up through middle management including all supervisory levels has been his focus for the last 9 years. He has spoken at several industry specific conferences including NAWGA, IFDA, FMI, and APTA to name a few