

# ILAPCO Spring Leadership Symposium

## Day 1: Supervisors

### **09:00-0930: Intro**

It's easy to feel like you are alone, but there is no reason for it. Look around the room. Everyone here is a resource. Everyone here got to where they are because someone believed in them. Think about where you were and what you knew 5 years ago; are you in the same place? Think about where you want to be in 5 years; how are you going to bridge that gap? Did you come this far to give up? If you fail, who pays the price? Consistency separates winners from wannabe's.

### **09:30-1030: Technology enhancements in your center.**

IT solutions are becoming a part of our operations more and more as we move into the next generation of PSAP operations. Talk about what types of IT solutions you have seen leveraged in your center that have made a huge difference both on and off the floor.

### **10:30-10:45: Break**

### **10:45-11:45: Training Challenges**

During this segment, we will discuss training issues. Today more than ever the roles of CTOs and Training Coordinators are a handful. Some centers have a lower washout rate than others, and this is no accident. What has made a lasting impact in your center in this area? What were some of the poor practices that you eliminated?

### **11:45-12:15: Break and Lunch Served**

### **12:15-13:00 Lunch Open Discussion**

During this segment, we will ask for any dilemmas you are experiencing that will not be addressed in the other 4 primary segments. Air your struggle out, and let the room respond to it. This session will be a great time to collect business cards and make contacts to use throughout the year.

### **13:00-13:10 Break**

### **13:10-14:00 Dealing with "That Guy/Gal"**

EVERYONE has "That Guy/Gal" working for them. What have you done to keep a lid on the situation? What have you tried that blew up in your face? If you get rid of them, will your problems be solved?

### **14:00-14:10 Break**

### **14:10-15:10 Changing Culture**

Changing your agency's culture should be on every Supervisor's agenda. Let's talk about some things that you have done, or seen done, that have changed the culture in your organization.

### **15:10-17:00 Open Networking/Break/Dismissal**

Stay and talk shop. We came to build bonds and lock arms, this is a great time to make the most of your day (and wait for traffic to subside a bit).

## Day 2: Managers

### **09:00-0930: Intro**

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### **09:30-1030: Hiring in today's world.**

We tend to focus a tremendous amount of attention on what to do with someone when they are hired, but often fail to invest the right amount of time in selecting the best candidate that has the highest chance of success.

During this segment, we will discuss hiring processes. What has worked extremely well for your center? Do you have a horror story you would like to share?

### **10:30-10:45: Break**

### **10:45-11:45: Union Contracts and Strategy**

During this segment, we will discuss union contracts and how to read them from a management perspective. Please be prepared to share a segment from your own contract that is particularly beneficial to the agency, and any that you may wish to incrementally move away from.

### **11:45-12:15: Break and Lunch Served**

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### **14:00-14:10 Break**

### **14:10-15:10 Human Resources**

Let's take some time in this session to unpack common HR challenges, as we all have a lot to learn from each other in this area. While not an exhaustive crash course, you will be able to take some nuggets away with you and make some important professional connections that will serve you well moving forward.

### **15:10-17:00 Open Networking/Break/Dismissal**

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