

## Day 3 (March 10th): Directors/Managers

### **08:00-08:30: 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? If it is worth doing, it is worth doing right.

### **08:30-09:20: Recruitment and Retention**

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. Furthermore, when you do get quality people in the door, what can we do to keep them?

During this segment, we will discuss hiring processes and retention strategies. What has worked extremely well for your center? Do you have a horror story you would like to share? Where the heck are all of the would be employees these days? What are you doing to keep the ones you cannot afford to lose?

### **9:20-9:40: Break**

### **9:40-10:30: Next Gen 911 and Emerging Technologies**

What new technologies have been recently implemented in your center that have made your life easier? Are you ready for NG911? What does training look like to prepare our staff for all of the new things coming down the pipe?

### **10:30-10:50: Break**

### **10:50-11:40: Managing your culture effectively.**

The last three years we have discussed how important culture is in our centers. What have we all done to improve the culture at our centers, and to lead by example?

### **11:40-12:10: Break and Lunch Served**

### **12:10-13:00 Lunch Open Discussion**

During this segment, we will ask for any dilemmas you are experiencing that will not be addressed in the other 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.

### **13:00-13:20: Break**

### **13:20-16:00 Legal Time with John Kelly**

After a presentation on legal hot topics in 911, we will open the floor to attendee driven question and answer with John Kelly. Bring your toughest legal struggles to this session and fasten your seat belt. We will have one 20-minute break during this session when time permits.