

Communications Center Manager Course
Onsite Week 1

| DAY | SESSION |
|-------------------------|---|
| <u>SUNDAY</u> | |
| 0800-0915 | Welcome - Opening |
| 0930-1030 | Foundations & CCM Journey |
| 1045-1145 | Syllabus - Introduction to CCM, Project, & 360 |
| 1315-1645 | Intro to Appreciative Inquiry DiSC |
| <i>1800-1900</i> | Welcome Reception |
| <u>MONDAY</u> | |
| 0800-1145 | Process & Workflow Optimization Supply & Demand Common Operational Issues |
| 1315-1445 | NG911 Update |
| 1500 - 1645 | Budgeting, System Funding |
| <u>TUESDAY</u> | |
| 0800-1145 | Writer's Workshop I, II, III |
| 1315-1645 | Intro to Coaching Top 10 Team |
| <i>1800-2000</i> | <i>Leadership Cinema</i> |
| <u>WEDNESDAY</u> | |
| 0800-1145 | Project Management Class Project |
| 1315-1645 | Appreciation Supervision Ethical Decision Making |
| <u>THURSDAY</u> | |
| 0800 - 1145 | Just Culture Missing & Exploited Children Media Communications |
| 1315-1645 | Labor & Employment Law Human Resource Management Case Study |
| <u>FRIDAY</u> | |
| 0800-1145 | Customer Service Case Study/Activity |
| 1315-1515 | Working As A Team |

Communications Center Manager Course
Onsite Week 2

| DAY | SESSION |
|-------------------------|---|
| <u>SUNDAY</u> | |
| 0800-0830 | Welcome Back |
| 0830-1145 | 360 Reports 360 Feedback Planning |
| 1315-1145 | High Reliability & Trust Leading Change Case Study |
| <u>MONDAY</u> | |
| 0800-1145 | Process Improvement Service Defect Investigation Case Study: Quality |
| 1315-1645 | Introduction to 9-1-1 Technology Administration of IT Case Study: Emergency IT |
| <u>TUESDAY</u> | |
| 0800-1130 | Using CAD, ePCR, and Other Data to Manage Your System |
| 1130-1145 | What's New with IAED? |
| 1315-1645 | Organizational Productivity/Time Mgmt. Work Life Balance Emotional Intelligence |
| 1800-2000 | <i>Leadership Cinema</i> |
| <u>WEDNESDAY</u> | |
| 0800-1145 | Pre-Planning for the Unexpected Communication IC - Major Events Case Study: When the Center Goes Down |
| 1315-1645 | Training & CEU Maintenance Case Review and Call Taker Feedback Case Study |
| <u>THURSDAY</u> | |
| 0800-1145 | Group Project Presentations |
| 1315-1645 | Group Evaluations |
| 1700-1800 | <i>Celebration Reception</i> |
| <u>FRIDAY</u> | |
| 0800-1145 | Building & Maintaining Your High-Performing Team |
| 1315-1500 | Live Into Your Future |