

June 27, 2018

To The 911 Advisory Board Members:

I attended the 2018 NENA conference in Nashville, Tennessee. The conference was from June 16th-21st, 2018. This was an excellent learning and enrichment opportunity and I believe it will enhance my career in many ways. I attended several of the classes, pre-conference activities, exhibitor expos and networking events. I want to thank you for giving me the opportunity to learn from some amazing people with amazing ideas.

Day 1: Included a Regional Breakfast Keynote, Expo Hall, K9 demonstrations and Classes: Dispatcher Essentials-Effective Response to Individuals with Disabilities; Management Essentials-Culture, Mentorship and Creating the Best Place to Work. The most interesting class that day was Effective Response to Individuals with Disabilities. David Whalen, from Niagara University, explained how to recognize different speech disabilities and how changing our understanding and altering our communication can increase our effectiveness during a 9-1-1 call.

Day 2: I spent time in the Expo Hall taking classes from On-Star and learning from RapidSOS, Niagara University, National Suicide Prevention Lifeline and Guardian Tracking. Classes I attended: Management Essentials-Keeping your Center Out of the Headline; Liability Issues in the PSAP; Dispatcher Essentials-PTSD in the 9-1-1 Community. The PTSD class was presented by Dr Michelle Lilly from Northern Illinois University. She detailed the effects, warning signs and realities of PTSD in 9-1-1. This class was extremely interesting and left me with a greater understanding of the mental concerns some of our dispatchers may face throughout their career.

Day 3: Included: Stress, Health and Wellness-The Power of Resilience; The Importance of Sleep and Leadership and Effective Supervision-Valuing Everyone: Servant Leadership in the PSAP. Servant Leadership really helped explain this philosophy of leadership, its benefits and how it can help with motivation and better-fulfilled employees.

This was a very well run conference. Each section, event or class I attended was professionally executed and specific to me as a Dispatch Supervisor. Thank you for allowing me the opportunity. I look forward to utilizing the knowledge and ideas I gained during this experience.

Sincerely,

Amanda Stegmaier

Reno Dispatch Supervisor