New 9-1-1 Training Opportunity

Preventing Telecommunicator Tunnel Vision

In this workshop, participants identify and discuss common problem areas that our telecommunicators experience in the performance of their duties. You'll learn tips and tools that help you identify and correct problems to ensure your team members succeed. Whether it's in-the-moment issues like freezing up when CAD doesn’t work or when addresses do not validate, or systemic issues such as failure to follow protocols or errors resulting from inflexible QA questions, you'll get the training resources you need to get (and keep) your call takers performing at their very best.

**WHEN**  
February 26, 2020, 8:00 AM – 5:00 PM

**WHERE**  
Westside Community Church  
124 Tipton Lakes Blvd., Columbus, IN 47201

**COST**  
Brought to you by Indiana NENA

**REGISTRATION**  
mcain@co.wayne.in.us

**FOR MORE INFORMATION**  
Matthew Cain - mcain@co.wayne.in.us  
Ty Wooten - Education Director - twooten@nenas.org

Follow NENA Education and Training on Facebook and Twitter  
@911NENA911 & facebook.com/911NENA911