

APCO East Coast Regional Conference

Sunday, April 25, 2010
Pre-Conference Workshops

9:00am – 12:00pm

Communication Skills in a Tool Box

Angie Schulz, ENP

**pre-registration required – only 25 slots available*

Interested attendees must register at ncapcotraining@gmail.com

Please submit your name, agency and email address

1:00pm – 3:00pm

Think Like a Giraffe – A Reach for the Sky Guide

Stephen Gower

9:00am – 3:00pm

“Officer Down” What Dispatchers Need to Know

Lt. Robert Graham

Monday, April 26, 2010

08:30am – 10:00am

Stay Sane and Find Your Game

Eric S. Trogdon, MPA, CCM

Identifying and Hiring Quality People

David Dodd

Deadly Mistakes

Connie R. Gartin

More than Just Mappin it! Preparing for NG911 through Data
Synchronization

John Greene

Monday, April 26, 2010

10:30am - 12:00pm

NC TERT
Jesse Creech, ENP

Leadership
William Wheeler

The Good, the Bad, and the Ugly
Lt. Robert Graham

The Last Iteration of the Last Generation of Technology
Myron Herron

Tuesday, April 27, 2010

8:30am - 10:00am

Beyond Text Messaging – Incorporating Non-Traditional Data Sources
and Methods into 9-1-1 Operations
Lisa Henderson-Welsh

Supervising Problem Employees
Lt Robert Graham

The Eagle and The Goose
David Black, R.g.s.; M.P.f.

Recent Developments in Moving the National 700 MHz Broadband
Network toward a Reality
Arthur S. Katz

Tuesday, April 27, 2010

10:30am - 12:00pm

Sexual Harassment in the Dispatch Center
Lt. Robert Graham

Bulls eye!! How you can Target and Hire the Right Candidates for your
Communication Center
David Black

Crisis Intervention for Telecommunicators
Angie Shulz, ENP
Crystal McDuffie, ENP

The Role of Satellite Communications for Emergency Management
Jim Corry

2:00pm - 3:30pm

APCO Town Hall Meeting
All conference attendees encouraged to attend

3:45pm - 5:00pm

PSAP Tours

What do They See When They See You Coming? Leadership Re-think
Stephen Gower

Wednesday, April 28, 2010

9:00am - 12:00pm

APCO Commercial Advisory Committee Meeting

9:00am - 10:30am

APCO Consortium Meeting

10:00am- 11:30am

Preparing for Tomorrow's Technology: The New, Expanded Role of Recording in a Next-Generation 9-1-1 World

Kristyn Emenecker

Communications Center Planning: How to Be Ready When the Disaster Happens

David Dodd

Protecting Law Enforcement Responders

Powerphone - TBA

Ten Ways to Improve Your Public Safety with GIS

Curtis Hinton

1:00pm - 2:15pm

NC TERT

Jesse Creech, ENP

Training for the Trainer: Creating a Syllabus and a Training Manual

John Korman

Deadly Mistakes

Connie Gartin

Delivering Convergence and Increasing Reliability for Public Safety

Theresa Richardson

Wednesday, April 28, 2010

2:45pm- 4:00pm

Simple Ways to Manage Stress in a 911 Center
Constance Mulgrew

Designing a “Fundable” Solution
Rob Clark

Skill Building for the Communications Training Officer
Angie Schulz, ENP

Get Behind the Wheel: Building a Roadmap to Next-Gen 9-1-1
Dan Robinson

SCHEDULE SUBJECT TO CHANGE WITHOUT NOTICE!!!

All inquiries regarding the conference schedule should be sent to
ncapcotraining@gmail.com