

Texas Public Safety Fall Training Symposium
 presented by: Texas APCO & Texas NENA

October 7-9th, 2024
 LEGENDS EVENT CENTER
 2533 MIDTOWN PK BLVD, BRYAN, TX 77801



TIME SESSION NAME FACILITATOR ROOM

Monday, October 7th, 2024

9-5pm (7hrs)	Executive Leadership Session	Tina Buneta, CPE, RPL Aurora911 CO, Executive Director	 Flex Room 1 <i>(ECC Managers & Directors)</i>
9-10am	Find Your Center: Mindfulness and its Impact on Telecommunicator Wellness	Cody Quebedeaux, Allen Police Department	Flex Room 2
9-10am	Engagement Strategies to Build Better Communications in a Multigenerational Workforce	Doug Showalter, Showalter & Company, Inc.	Flex Room 3
10-11am	Removing the Blindfold	Sondra Wesley, Prepared	Flex Room 2
10-12pm (2hrs)	Training for Success	Doug Showalter, Showalter & Company, Inc.	Flex Room 3
11-12pm	Preparing for AI in the ECC	Sondra Wesley, Prepared	Flex Room 2
Noon-1:15pm	LUNCH	Community Conversation: PSAP Round Table Facilitator: Shantelle Oliver CPE, NTECC, TX APCO	LUNCH
1:15-2:15pm	Basics Of Communication Styles	Clarissa Nydegger, Williamson County Emergency Communications	Flex Room 2
1:15-2:15pm	Yoga for First Responders	Michele Reagey, City of Irving	Flex Room 3
2:15-3:15pm	Making a Difference On and Off the Job and Into Retirement	John Benjamin Jones, Salt & Light Unlimited, LLC	Flex Room 2
2:15-3:15pm	Active Shooter at the Outlets	Christopher Laymon, ENP Mckinney Police Department	Flex Room 3
3:15-3:45pm	BREAK		
3:45-4:45pm	Understanding CTO Roles	Clarissa Nydegger, Williamson County Emergency Communications	Flex Room 2
3:45-4:45pm	Vicarious Trauma for 9-1-1 Dispatchers	Angelque Scott, Azle Police Department	Flex Room 3
6pm-8pm	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  COMMUNITY BINGO "WINNER WINNER CHICKEN DINNER" <small>Bingo daubers sponsored by: Virtual Academy 911</small> </div> <div style="text-align: center;"> <p>Dinner sponsored through an in-kind donation from:</p>  </div> </div>		

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TIME	SESSION NAME	FACILITATOR	ROOM
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Tuesday, October 8th, 2024			
9-10am	Engaging Your Audience: Public Speaking Skills for Professionals	Kris Inman, The Healthy Dispatcher	Flex Room 1
9-10am	Stuck In My Circumstance	Kristi Fogleman, TX APCO 1st Vice President Montgomery County ECD	Flex Room 2
9-10am	APCO Training Certification Program... It Starts with a Standard	Shinar Haynes, CPE Responder Services Consulting	Flex Room 3
10-11am	Communicating Discipline: The Critical Exchange	Kris Inman, The Healthy Dispatcher	Flex Room 1
10-11am	Your One Stop Shop to 9-1-1 Public ED	Leticia Truex, Potter Randall 9-1-1 ECD	Flex Room 2
10-11am	Enhancing Emergency Response: The Role of the Connected First Responder	Rodger Mann, Rapid Deploy	Flex Room 3
11-12pm	Second Banana: The Best Part of a Resume	Robbie McCormick, CPE ENP Deputy Director, Cobb County DEC, GA	Flex Room 1
11-12pm	NG9-1-1 Around the State	Heather Barnes, CSEC	Flex Room 2
11-12pm	Educating for Impact: 911 Programs and Public Safety Wellness	Maribel Alonzo Rio Grande Valley ECD	Flex Room 3
NOON-1:15pm	LUNCH	Community Conversation: DEI Round Table Facilitator: JaCorey Glaude ENP, Omni PSG, TX NENA	LUNCH
1:15-3:15pm (2hrs)	Step Over Now or Brace the Rapids	Robbie McCormick, CPE ENP Deputy Director, Cobb County DEC, GA	Flex Room 1
1:15-2:15pm	Overcoming Mental Health Stigma	Josephine Rios, Latinas of 911, LLC	Flex Room 2
1:15-2:15pm	A Guide to Workplace Recovery	Charlsie Little, Auburn, AL Public Safety	Flex Room 3
2:15-3:15pm	The Dispatcher in Your Life	Michael Mendoza, Amarillo Emergency Communication Center	Flex Room 2
2:15-3:15pm	Staff Retention, 911 to 988 Diversion, Growing Records Requests: Addressing Today's Top PSAP Challenges through Automation	Zach Van Fleet, N.I.C.E.	Flex Room 3
3:15-3:45pm	BREAK		
3:45-4:45pm	Preparing for Promotion	Robbie McCormick, CPE ENP Deputy Director, Cobb County DEC, GA	Flex Room 1
3:45-4:45pm	Back to Basics: The Importance of Quality Assurance & Customer Service	Stephanie Michalski, ENP Harris County ESD11	Flex Room 2
3:45-4:45pm	Embracing Change	Toni Knier, The Colony Public Safety Dispatch	Flex Room 3
5pm	TX APCO General Business Meeting	TX APCO Board of Directors Tamara Bell CPE, Texas APCO President	Flex Room 2

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Wednesday, October 9th, 2024			
8am-12pm (4hrs)	Texas NENA ENP Bootcamp ENP 9-1-1	Texas NENA Board	Flex Room 1
8am-12pm (4hrs)	Leading with compassion, Empathy & Grace	Dorothy Cave, APCO International	Flex Room 2
8am-12pm (4hrs)	Courtroom Testimony for 9-1-1 First Responders (TCOLE Accredited #58004)	Robbie McCormick, CPE ENP Deputy Director, Cobb County DEC, GA	Flex Room 3

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