



BUILDING FOR EXCELLENCE – Management and Leadership Tools for 9-1-1 Professionals

This comprehensive and motivational six-week online course looks at management and leadership in terms of personal, organizational, and professional excellence *within the field of public safety communications*. It provides you with the tools and information you need to maximize your management and leadership skills, and build for excellence within your chosen profession. It applies the proven principles and practices from the wealth of generic training available, and *brings it home to our profession, and our unique needs and motivators*.

PREREQUISITES:

This course is designed for public safety communications managers, supervisors and lead workers.

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Articulate your vision and values
- Understand your unique personality characteristics and motivators
- Understand and demonstrate the qualities of a true leader
- Understand and apply the techniques of effective oral and written communications
- Establish and maintain fair and motivational Performance Standards
- Recognize and motivate employees to peak performance
- Understand how to avoid liability issues
- Understand and apply the techniques for dealing with problem employees
- Recognize and prepare for the challenges and opportunities facing public safety communications professionals as our industry evolves

WHAT YOU WILL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials – build a support network of friends in like positions.
- One-on-one mentoring - feedback and assistance from your instructor as you build your management and leadership skills.
- Certificate of Completion awarding **5 CEUs** upon successful completion of the course.

COURSE OUTLINE:

Week 1: Excellence Begins with You

- Managing and Leading – Is there a Difference?
- Vision and Values – The Foundation of Leadership
 - Defining your Vision and Values
- Understanding Your Personality Type – Not Everyone Thinks Like You!
- Following Your Heart – What Motivates You?

Week 2: Leading with Excellence

- Qualities of a True Leader
- The Power of Attitude – Become What You Believe
- Becoming a True Leader
 - Walking the Talk - Evaluating Your Leadership Skills

Week 3: Communicating with Excellence

- Getting Your Message Out – Skills for Effective Oral Communications
- Are You Listening? – Active Listening Skills to Enhance Comprehension
- How You Write Defines Your Image – Skills for Effective Written Communications

Week 4: Managing with Excellence – Defining Excellence

- Expect the Best – Establishing and Maintaining Performance Standards
- Coaching and Counseling Others
- Encouraging the Heart – Recognizing and Motivating Peak Performance

Week 5: Managing with Excellence – Tackling the Tough Issues

- Gossips, Complainers and Terminators, Oh My.... Dealing with Problem Employees
- Avoiding Legal Pitfalls – Understanding Liability Issues in the Employment Process

Week 6: Challenges and Opportunities – Building for Excellence Day-by-Day

- The Changing Face of Public Safety Communications
- The Future Belongs to You....
- Course Wrap-Up and Final Exam

TUITION: THIS COURSE IS TAUGHT OVER 6 WEEKS VIA PEI-911 ONLINE.

\$359.00 – includes all course materials

SEE THE SCHEDULE AT A GLANCE FOR A LISTING OF UPCOMING CLASSES

CLICK ON LINK TO REGISTER [PEI Online: PEI911](#)