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Changing 9-1-1 Culture Workshop

MAYAN RANCH, BANDERA, TX

"Help! The culture in my organization is extremely toxic!"

"How do I get buy in from employees to change the culture for the better?!"

"How can I get my leaders to take responsibility for the culture in the center?!"

A big part of organizational culture is the way employees interact with each other. Let us help you ensure these interactions remain positive and beneficial to the growth of your organization!



You Will Learn:

- The Importance of Organizational Culture
- Reframing Organizational Culture
- Transforming Your Toxic Culture
- Creating a Vision and a Mission
- Setting Clear Expectations
- Holding People Accountable
- And More!

"Have you ever worked at an agency where it just seemed like everyone was out to get each other?? Where people were just unhappy to be at work?!"

A positive change in culture IS POSSIBLE. We'll teach you proven ways to transform the culture in your organization for the better!

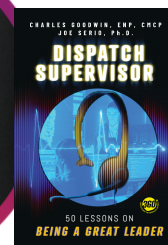
May 19-23, 2024

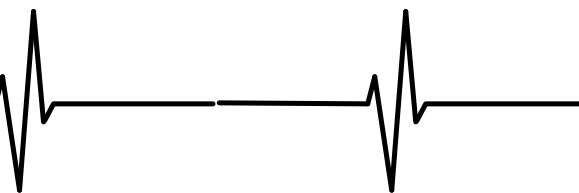
More details and registration at www.joeserio.com

Meet Joe Serio

Joe Serio, Ph.D. is an entertaining and thought-provoking trainer delivering classes for 9-1-1 across the U.S. and Canada. He is the President of The 360 Dispatcher,

co-author of *Dispatcher Stress: 50 Lessons on Beating the Burnout*, and co-author of the forthcoming book, *Dispatch Supervisor: 50 Lessons on Being a Great Leader*.





WORKSHOP FACILITATORS



Tina Buneta, ENP, CPE, RPL, the Director of Aurora911 in Colorado, has led her team out from under the organizational structure of the Aurora Police Department. Tina and her team have identified their Core Values and created expectations of behavior which support a healthy team environment. The cumulative result of the group's efforts is a dramatically improved culture and highly engaged leadership team. The center has seen a drastic reduction in turnover, and they have become a nationally recognized team.



ERIN HASTINGS, ENP, is currently the Executive Director of WESTCOMM, a regional emergency communications center in western Massachusetts. Erin was the first employee at WESTCOMM and built it from the ground up. She continuously researches information about creating a positive culture and keeps the topic at the forefront of conversations with her team. Her staff is empowered with the ability to stop out of bounds behavior in the moment, even if it comes from someone that outranks them. Erin is most proud of creating a professional development plan for retention and advancement in the 9-1-1 profession



Robbie McCormick, BAS, MSE, RPL, CPE, Deputy Director at Cobb County Department of Emergency Communications, has had many accomplishments since being Deputy Director. Her center went from a 52% vacancy to an 18% vacancy. They hired 52 employees in one year! They have had 8 employees return to the center in the past 24 months because of the positive changes in culture. The two accomplishments that she is most proud of are The Professional Development Process and The Supervisor and Manager Workshops.



Amy Patin, CMCP, is the former Operations Manager for Sugar Land Public Safety Dispatch. She has over 16 years of experience in 911 operations. During her tenure at Sugar Land, she revamped the recruiting and hiring process with the goal of focusing on attitude instead of skill. She helped to cultivate a center of excellence and maintained a culture of love and support in the workplace. She is passionate about leadership, teamwork and helping to create positive and uplifting working environments.



Joe Serio, Ph.D., president of The 360 Dispatcher, has looked at issues pertaining to culture in organizations, foreign countries, and social groups. He is the co-author with Erin Hastings of the forthcoming book, *Dispatch Culture: 50 Lessons on Inspiring Excellence*.

