



## BUILDING FOR EXCELLENCE, 4th Edition – Management and Leadership Tools for 9-1-1 Professionals

This comprehensive and motivational course is a **must** for every current or aspiring supervisor or manager. The course looks at management and leadership in terms of personal, organizational, and professional excellence **within the field of public safety communications**. 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**.

Building for Excellence, 4th Edition addresses the **current issues affecting our industry** and provides you with the tools and information you need to maximize your abilities and build for excellence within your chosen profession.

### PREREQUISITES:

Public Safety Communications experience.

### BENEFITS OF TAKING THIS COURSE:

After taking this course, you will be able to:

- Articulate your vision and values.
- Understand your and your team's 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 technology and people challenges and opportunities facing public safety communications professionals as our industry evolves.

### WHAT YOU WILL RECEIVE:

- **Comprehensive 100+-page course textbook.**
- 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 **30 training hours** upon successful completion of the course.

### COURSE OUTLINE:

#### Week 1: Excellence Begins with You

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

## **Week 2: Leading with Excellence**

- Qualities of a True Leader
- The Power of Attitude – Become What You Believe
- Setting the Tone for a Positive Culture
- Becoming a True Leader
  - Walk the Talk - Evaluating Your Leadership Skills

## **Week 3: Communicating with Excellence**

- Getting Your Message Out – Skills for Effective Oral Communications
- 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 a Proactive Performance Evaluation Process
- Developing Performance Standards
- Documenting and Evaluating Job Performance
- 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: The Changing Face of Public Safety Communications**

- Challenges and Opportunities – Technology
  - The Past...the Present.... the Future – Next Generation 9-1-1 (NG911)
- Challenges and Opportunities – People
  - Attracting and Retaining a Multi-Generational Workforce
- Working Together for a Common Good - The Future Belongs to You....
- Course Wrap-Up and Final Exam

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

**\$435.00** – includes all course materials

**Register Online at [www.pei-911.com](http://www.pei-911.com)**

**Register 4 or more students and receive a 10% discount!**

## **2023 COURSE DATES**

January 2, 2023 – February 12, 2023

February 6, 2023 – March 19, 2023

March 6, 2023 – April 16, 2023

April 10, 2023 – May 21, 2023

May 8, 2023 – June 18, 2023

June 19, 2023 – July 30, 2023

July 10, 2023 – August 20, 2023

August 14, 2023 – September 24, 2023

September 11, 2023 – October 22, 2023

October 16, 2023 – November 26, 2023

November 6, 2023 – December 17, 2023