

# Leadership Skills for PSAP Employees



**Free Online Webinar**

**September 27, 2018  
1400-1600**

**Instructor**

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Leadership skills are important for all PSAP employees. Call takers and dispatchers must be able to help citizens and officers through difficult situations. They must also coach and mentor co-workers while also managing their bosses. Supervisors must be able to establish trust with those they want to lead as well as articulate a vision of the goals they hope to achieve as part of a team.

We can be more impactful when performing our duties if we understand and apply basic tenets of leadership. This webinar will focus on applying the five practices of leadership, as outlined in The Leadership Challenge by James Kouzes and Barry Posner, to our roles as emergency services telecommunicators.”

**Email [admin@nvapco.org](mailto:admin@nvapco.org) to register.**

**Spaces are limited!**

*For further information, visit [www.nvapo.org/training](http://www.nvapo.org/training)*