

Sunday, March 10, 2019



Registration open 1100-1600 hours

INFO	ROOM 60/61	ROOM 62/63/64	REDBUD ROOM	PARASOL II
0800-1030	Disability Awareness 0800-1200 (Part 1)		Platinum Level Sponsors 	
1030-1200	Kima Burnett April Ford Cheryl Konarski Roger Martin Laura Mueth Peggi Sargent Angie Stieffermann			
1200-1300	Lunch on your own			
1300-1350	Disability Awareness 1300-1700 (Part 2)	Preparing Your PSAP for Severe Weather Matthew Grogan Denise Amber Lee Foundation	Communications Center Leadership Angie Stieffermann Jefferson City Police Department	Cyber Security Challenges and Opportunities for NG911 Hamilton Telecommunications
1400-1450		Active Listening Roger Martin, MSHP		Public Relations in the 9-1-1 Communications Center Trista McGrath, Jefferson County
1500-1550		Dealing with Difficult Callers Sarah Newell Polk County Central Dispatch	Inviting Meaningful Feedback Roger Martin, MSHP	
1600-1650		Kima Burnett April Ford Cheryl Konarski Roger Martin Laura Mueth Peggi Sargent Angie Stieffermann		Everything You Need to Know About Presenting at the MPSCC Zachary Dykes, MSHP
1830-1930	Welcome Reception Tex-Mex Ozark Buffet Salon B/C			
1930-2300	Keystone Karaoke & DJ w/cash bar Salon B/C			
INFO	Download the MPSCC 2019 app!!			