

Wednesday, March 25, 2020				
Registration open 0800-1000 hours				
INFO	ROOM 60/61 - Frontline	ROOM 62/63/64 - Supervisor/Leader/Trainer	REDBUD ROOM - Manager/Director	PARASOL II - Potpourri
0830-0920	Critical Issues for Telecommunicators Zach Dykes - MSHP Halcyon Frank - Impact Dispatch	Critical Issues for Supervisors Angie Stieffermann Jefferson City Police Dept.	Critical Issues for Managers/Directors 0830-1020 Mike Phillips/Cheryl Konarski	Critical Issues for Trainers Roger Martin Missouri State Highway Patrol
0930-1020	The Art of Communication Giving & Receiving Feedback Dru Clarke - Fairfax Co, VA	Mr. Rodgers or Mr. Hyde Springfield-Greene County 9-1-1 Kris Inman		What is HazMat? Steven McLane MO Dept of Natural Resources
1030-1120	Saving Lives On Both Side Of the Headset - A 9-1-1 PTSD Journey	You're In Big Trouble Communicating Discipline 101 Kris Inman - Springfield/Greene Co	Consolidated Dispatch Renovation Josh Mandell FGM	DOT Emergency Response Guide Steven McLane MO Dept of Natural Resources
1130-1220	Tracy Eldridge RapidSOS	The Spirit of Leadership Unlock the Leader Within Dru Clarke - Fairfax Co, VA	Dispatcher Wear and Tear Josh Mandell FGM	MO 911 DA Association Meeting
1230-1300	Closing Ceremony - Salon B final prize drawing and a few words from the Presidents			
INFO	Call-for-Papers is open for MPSCC 2020 Fall See you all in the Fall - September 13-16, 2020 at University Plaza in Springfield!			
	CEU Certified	Commercial Partner Shout	Fun & Food	Meeting

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