

FL NENA Chapter Offering NENA Course at 2019 Training Conference & EXPO

Pre-Registration Required at: www.flnena.org

Change Management in 9-1-1



Course Description

Do you believe that the only constant is change? That seems to be the way in public safety today. The term “change management” has been popping up almost as frequently as Next Generation over the past few years. Not coincidentally, Next Generation 9-1-1 is has spurred a need for change management.

In an industry where technology is changing rapidly, it is vital that we ensure our staff understands the change that they will inevitably encounter and provide everyone on your team with the tools they need to make the change effective. Although the technology is the first thing everyone is talking about, managing the people through the change is a vital part of any successful implementation. It is not just technology changing or implementing procedures, protocols, to new management processes. This course provides the attendee with basic strategies for dealing with change. The course also provides you with ideas about how to effectively and successfully manage change within in your organization.