

# UNITED COMMUNICATION SOLUTIONS

## 911 SUPERVISION: THE BASICS

This course is designed for new 911 supervisors but can serve as a great refresher for experienced supervisors as well. This dynamic course focuses on the basic skills you need to become a supervisor and how to develop those skills. When you first become a supervisor, it can be difficult to separate yourself from being one of the gang. Your responsibilities have changes and you are expected to lead the department rather than follow. This course will help you build those basic supervisor skills needed to succeed.

Course topics include:

- Dealing with staff
- Diffusing difficult situations
- Supervisor styles
- Performance reviews
- Communications skills
- Problem solving

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**Are you interested in hosting this seminar?**

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AND SCHEDULE A SEMINAR**

**<http://unitedcommsolutions.com/seminars/hosting-a-course>**

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**UNITED COMMUNICATION SOLUTIONS, LLC**

**1-800-674-1024 | [INFO@UNITEDCOMMSOLUTIONS.COM](mailto:INFO@UNITEDCOMMSOLUTIONS.COM)**