

9-1-1 Leadership Training Event at the Mayan Ranch, Bandera, TX



- ★ Improving Emotional Intelligence
- ★ Understanding Fear and Resistance
- ★ Transforming *Stress* into Strength
- ★ Rethinking Time Management
- ★ Reframing Organizational Culture
- ★ Positive Interaction with Difficult People
- ★ AND MORE!

Click Here for Details and Registration:
www.360dispatcher.com/9-1-1-leadership-training-event/

Available Dates:
March 21-25, 2022
September 12-16, 2022

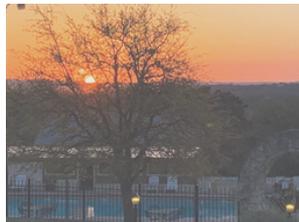
"This experience can take you to the next level in your leadership journey. It's transformative for those with the courage to take the lead."

- Monica Million
Past President, NENA

Ranch Participant Testimonials

"I've been to three other supervisor conferences and this is by far the best of them."

- Jennifer Garner
Assistant Director Southwest Regional
Communications Center



Leadership Instructors



Morris "Mo" Brossette holds multiple training certifications: Licensed Sports Nutritionist, Certified Holistic Health Coach, and Spartan SGX Certified Coach. He has a degree in Exercise Science & Kinesiology. Mo is a former collegiate strength and conditioning coach, and has worked professionally as a personal trainer and biomechanics expert for 18 years.



Edie DeVilbiss, D.Min., worked in 9-1-1 communications for years. She became cranky, fat, and cynical. Over twenty years, she has intentionally renewed her life to become peaceful, thin, and joyful. She helps 9-1-1 professionals work through their compassion fatigue and establish healthy habits. Edie holds a Doctorate in Ministry and has served as an addictions counselor and Chaplain.



Halcyon Frank is the founder of The Dispatch Lab, an emergency communications training and consulting firm. She has worked in emergency communications for over seven years. She has spent much of this time training new employees and developing training curricula and resources. She holds the NENA Emergency Number Professional certification.



Nathan Lee is the founder and President of the Denise Amber Lee Foundation, which he formed after the preventable murder of his wife, Denise, in 2008. He partners with the 9-1-1 industry, using the powerful emotions of that tragic event to drive public policy change. Nathan and the Foundation have spearheaded several state initiatives on uniform training and certification standards.



Ricardo Martinez II uses his skills in writing, design, and podcasting to tell the stories of those he works with. For 13 years, he answered the call to service as a 9-1-1 dispatcher. He is the mastermind behind *Within the Trenches*, hosting industry-changing events such as the *Dare To Be Great* series of virtual conferences and the world-renown *Within the Trenches* podcast.



Joe Serio, Ph.D., is the founder of The 360 Dispatcher and was co-founder of The Healthy Dispatcher. He is the lead instructor in the 9-1-1 Supervisor Leadership Academy. Joe is the co-author of *Dispatcher Stress: 50 Lessons on Beating the Burnout* and holds a Ph.D. in criminal justice with a specialization in leadership and organizational behavior.



Sara Weston is the founder and executive director of 911der Women, Inc., empowering women in public safety. She also works with states on planning, procuring, and implementing NG911 systems. Sara is a certified Project Management Professional (PMP) and holds the Emergency Number Professional certification through NENA.