

**KEYSTONE STATE CHAPTER
Pre-Conference Agenda
Wednesday, September 14, 2022**

National NENA Course Participants

Course held in Silver Maple I

ENP Study Group

Course held in the Field Alcove

7:30 AM – 8:30 AM

Registration & Full Breakfast – Outside Silver Maple I & II

8:30 AM – 12:00 PM

National NENA Course

Daniel Edwards

9-1-1 Center Culture: A Strategy for Personal and Organizational Success

For better or worse, every PSAP has a culture. By bringing your beliefs, attitudes, and actions to work every day, you are contributing to that culture. Attend this course to identify how workplace culture affects productivity, efficiency, and effectiveness, as well as what you can do to ensure your PSAP's culture is one that empowers everyone to do their best. You'll learn about the organizational structures and behaviors that define culture and gain the leadership, communications, and wellness strategies that can improve all aspects of employee satisfaction and performance.

ENP Study Group

Sid McConahy, ENP

Sid will lead this study group to prepare you to take the ENP exam.

12:00 PM – 1:00 PM

Lunch – Aspen Room

1:00 PM – 4:00 PM

9-1-1 Center Culture: A Strategy for Personal and Organizational Success

ENP Study Group

(Continued)

4:00 PM – 5:00 PM

PUC 9-1-1 Task Force Meeting – Red Pine Library & Red Pine Room

6:00PM – 10:00 PM

Welcome Reception – Pig Roast & Live Music

Aspen Retreat

Hosted by PA NENA Conference Committee