

**KEYSTONE STATE CHAPTER**  
**Pre-Conference Agenda**  
**Wednesday, September 13, 2023**

**National NENA Course Participants**

Course held in Silver Maple I

**ENP Study Group**

Course held in the Aspen Alcove

**7:30 AM – 8:30 AM**

Registration & Full Breakfast – Outside Silver Maple I, II & III

**8:30 AM – 12:00 PM**

**National NENA Course**

Nancy Lockhart, ENP

**Leadership in the 911 Center**

It's not the title that one attaches to their name, but the ability to effectively manage, motivate, and mediate that makes a person a leader. This course is for current or soon-to-be PSAP supervisors who wish to enhance their understanding of the tools and traits necessary for effective leadership in the communications center. By focusing on the interpersonal elements common to the 9-1-1 center and discussing different manners of leadership, attendees will learn how to move from a transactional style of leadership to a more productive transformational style that utilizes remediation, interest-based negotiations, and re-framing tools to ensure the focus remains on people. The class also explores the benefits of knowledge of self, staff, organization, and the world. With heightened self-awareness and some new and useful techniques, attendees will return to their jobs with an increased ability to lead their team and meet their personal and professional goals.

**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

**12:00 PM to 6:00 PM**

**Golf Outing**

**1:00 PM – 4:00 PM**

**Leadership in the 9-1-1 Center**

**ENP Study Group**

(Continued)

**6:00PM – 10:00 PM**

**Welcome Reception – BBQ & DJ**

Aspen Retreat

Hosted by PA NENA Conference Committee