

	<h1>Course Information</h1>	
	Course Name: Always Fresh, Never Stale	
	Course Developer: Toby J. Akers Jr., CMCP	
	Course Hour(s): 1 – 2	Target Audience: Telecommunicators, Trainers, and Supervisors

I. Description:

- Sometimes after working long hours, being short-staffed, and a variety of other stressors, it can make telecommunicators “stale.” This course encourages telecommunicators to stay “fresh” in different aspects. We will briefly discuss the history of 911 then further discuss new technology and data. We will also look at changes in society/community and how they affect new employees, interacting with callers, and the safety of our responders. Major topics of discussion during this section will be generational changes, personality types, civil movements, and community tragedy/experiences. We will also have an overview of legislative changes. Lastly, reaffirm all points to encourage telecommunicators to stay fresh.

II. Pre-requisites:

- None

III. Objectives:

- Define and clarify change as it relates to Public Safety
- Investigate technological changes as they relate to Public Safety
- Discuss internal societal changes that affect Public Safety.
- Discuss external societal changes that affect Public Safety.
- Learn legislative changes as they relate to Public Safety.
- Encourage the adoption of a "FRESH" philosophy

IV. Facility Needs:

- Tables
- Chairs
- ADA Accessible Facility
- Bathroom Facility

V. Equipment/AV Needs:

- Projector
- Screen or SMART/View Board
- Computer or HDMI Connection

VI. Other Needs:

- If offered virtually, platform must allow students the ability to engage and ask question of the instructor via chat or otherwise.

VII. Special Notes:

- Class is limited to 45 students unless other arrangements are made with instructor.

VIII. Maintenance:

The course information will be reviewed at least annually.