

We can answer all of these questions and more during this life-changing, six-month program that will change the way you view leadership.

"How do I deal with all these personalities?!"

"How do I boss around people I consider my friends?!"

"How do I deal with conflict?! I'm not good at talking to people!"

## 9-1-1 Supervisor Leadership Academy Lake Worth Police Department Lake Worth, 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!**

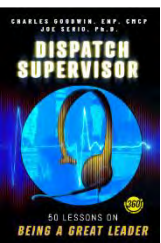
More Details and Registration at  
[www.360dispatcher.com/academy](http://www.360dispatcher.com/academy)  
(Payment can be made after the start of the program)

Starts **Oct. 10, 2023**  
**6 month program**

“ Have you ever attended a training that **moved you to the core**? This is it, the 9-1-1 Supervisor Leadership Academy! ”

### Academy Student Testimonials

“ I didn't know how much **I needed this class!** Thank you for the last 6 months, sir!!! I recommend this class!!! ”



Joe Serio, Ph.D. is an entertaining and thought-provoking trainer delivering classes for 9-1-1 across the U.S. and Canada. He is the President of The 360° Dispatcher, co-author of *Dispatcher Stress: 50 Lessons on Beating the Burnout*, and co-author of the forthcoming book, *Dispatch Supervisor: 50 Lessons on Being a Great Leader*.