



Iowa Chapter of APCO Fall Conference

Wednesday October 27th, 2010

Holiday Inn Hotel & Suites

4800 Merle Hay Rd., Des Moines IA 50322

1-515-278-4755

[PSTC 911 Cares own Kevin Willett will present a brand new course right here in Iowa!](#)

Complacency – Cannibalism and Critical Thinking In Communications

How to Avoid A Toxic Workplace

The title of the class says a great deal about the unfortunate facts of Public Safety Communications. Though, for the most part, we are amazing when the stuff hits the fan, we have some “people problems” in between the big emergencies. The new course will cover:

Cannibalism between Staff members

Complacency in the Workplace

Toxic Co-Workers

Implementing Positive Critical Thinking

This class is 10% recognition, 10% understanding the negative effects of cannibalism and complacency and 80% problem solving. Kevin wants to help you and your staff realize what workplace negativity does to you both personally and professionally. He will offer real world solutions and proven ways to turn around negativity and complacency. Let PSTC help “up your attitude”! The cost for this course is regularly \$125 per person but it will be offered by Iowa APCO at a discounted rate of \$45 for members and \$55 for non-members.

7:00 – 8:00 Registration

8:00 – 8:30 Iowa APCO Business Meeting

8:30 – 11:30 PSTC Training Kevin Willett

11:30 – 12:30 Lunch – provided with registration

12:30 – 3:30 PSTC Training continues

3:30 – 4:30 Meth Shake n' Bake presentation

