

2017 Dakota 9-1-1 Conference

Monday, September 18th, 2017

8:00 AM- 5:00 PM	Crisis Negotiations for Telecommunicators APCO, Pre- Conference Class	
5:00 PM	Early Registration	
6:00 PM - 9:00 PM	Tired Travelers	
Exhibits Open in Grand Dakota Ballroom starting at 5:00 PM		

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Tuesday, September 19th, 2017

7:00 – 8:00 AM	Registration	
7:00 – 8:00 AM	Breakfast (on your own)	
Presentation of Colors		
8:00 AM	Welcome	
8:15-11:00 AM	The Pain Behind the Badge	
11:00-12:30	Brunch with Vendors	
12:30-5:00 PM	The Pain Behind the Badge Cont'd	
5:00 PM and on	Open to Vendors	

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Wednesday, September 20th, 2017

7:00 – 7:30 AM	Breakfast (on your own)	
7:30 – 11:30 AM	Organizational Risk Management <i>Gordon Graham</i>	
11:30 – 12:30 PM	Lunch	
12:30-2:30 PM	Creating Some WOW – Customer Service <i>Gordon Graham</i>	
2:30 – 4:00 PM	Ethical Decision Making <i>Gordon Graham</i>	
4:15 PM	ND and SD APCO Chapter Meetings	
6:30 PM	BANQUET	

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Thursday, September 21st, 2017

7:00- 8:00 AM	Continental Breakfast	
8:00 AM - 10:00 AM	Lessons Learned: Dakota Access Pipeline and other Civil Protests <i>Panel of Responders from the Region</i>	
10:15 AM-12:15 PM	Passion and Service Mark Lindquist	

Notes

