The Iowa Chapter of APCO is pleased to present speaker Halcyon Frank from the Denise Amber Lee Foundation and DCI Agent Kristin Kotrous and K9 Matt at the Fall Conference. Additionally in the afternoon the Department of Public Safety—ACT Team will do an update.

"#BeAnEncourager in the Communications Center"
The dispatch industry is filled not only with job related stress and worry, but the stress and worry we experience in our personal lives. Every day we each battle negative feedback and experiences both outside and inside our own heads. We’re not alone in fighting those battles though. We each have the power to not only lift each other up, but to provide courage and sometimes invaluable support. During this session we’ll dive into why encouragement matters, what type of encouragement fits us best, and how we can encourage others. Taught by Halcyon Frank, ENP. (4 hours)