



2026 INDIANA 911 PROFESSIONALS CONFERENCE

PRESENTED BY:



Monday, September 14th, 2026: Preconference

8 a.m.	Registration Opens
9 a.m.	Pre-Conference-Interpersonal Skills/Team Dynamics: Defusing Comm Center Conflict with Kris Inman
11:30 a.m.	Lunch
12:30-4 p.m.	Pre-Conference-Interpersonal Skills/Team Dynamics: Defusing Comm Center Conflict with Kris Inman
5:30 p.m.	Hotel Bar Happy Hour
6 p.m.	5K at Flat Fork Creek Park, Fishers, IN

Interpersonal Skills/Team Dynamics: Defusing Comm Center Conflict

Kris Inman, *The Healthy Dispatcher*

Conflict is unavoidable in 9-1-1. It shows up on the phone, on the radio, in the break room, in shift turnover, and sometimes sitting right beside us at the console. Difficult callers, frustrated responders, personality clashes, stress, fatigue, and misunderstanding can quickly create communication challenges that affect performance, morale, and culture.

This course provides telecommunicators with practical communication tools they can immediately apply to challenging interactions both inside and outside the communications center. Participants will learn how stress influences communication, why conflict often escalates unintentionally, and how small shifts in language, tone, and approach can dramatically improve outcomes.

In addition to strengthening caller and responder communication, this class focuses on one of the most overlooked sources of workplace stress: conflict between coworkers. Through discussion, self-reflection, and practical application, participants will learn strategies to navigate disagreements, reduce unnecessary tension, build healthier working relationships, and contribute to a more positive center culture.

Whether dealing with a difficult caller, a frustrated responder, or a challenging coworker, participants will leave with greater confidence, stronger communication skills, and practical techniques for reducing conflict before it becomes a larger problem.

Tuesday, September 15th, 2026

8 a.m.	Registration Opens
9 a.m.	Opening Ceremony/Awards
10:30 a.m.	Keynote: Ken Dilger, former Indianapolis Colts Football Player
11:30 a.m.	Lunch
12:30 p.m.	Breakout Sessions 1
1:45 p.m.	Breakout Sessions 2
3 p.m.	General Session: Kris Inman, Be Who You Need(ed)!
	Exclusive Director Only Vendor Hall
4:30 p.m.	Vendor Hall Open for All
5:30 p.m.	Hotel Bar Happy Hour
6:30 p.m.	Banquet Dinner & Entertainment

BREAKOUT SESSIONS 1

Momentum Over Makeover: Improving 911 Training without Tearing it Down

Misty Rhodes, *Henry County 911 Center* & Jonathan Bullman, *Hancock County EOC*

Many communications centers recognize the need to improve training, but large-scale overhauls can feel unrealistic in a 24/7 environment where staffing is tight and operations cannot stop. As a result, agencies often remain stuck with training systems that rely heavily on tradition, individual trainer styles, and “sink or swim” expectations for new hires.

This session explores a practical approach to improving telecommunicator training through incremental, momentum-driven changes rather than sweeping program rebuilds. Drawing on real implementation experience from multiple mid-sized Indiana communications centers, the presentation demonstrates how small structural adjustments can gradually transform training quality without disrupting daily operations. Adjustments such as clearer skill categories, standardized evaluation tools, and phased competency development can significantly improve training consistency.

Attendees will learn how to identify high-impact improvements that can be implemented immediately, align trainers around shared expectations, and build momentum that leads to lasting program improvements.

Participants will leave with practical ideas and tools that can be applied in centers of any size to improve trainee development, trainer consistency, and long-term retention.

Surviving the Spin Cycle: Resilience When the Shift Won't Stop

Kris Inman, *The Healthy Dispatcher*

The console never stops, but dispatchers can learn to steady themselves inside the spin. This session equips participants with resilience tools to ground themselves during chaotic shifts. Attendees will leave knowing how to build micro-recoveries into their workday, keep mental clarity under nonstop demand, and reduce the “hangover effect” after brutal shifts, ensuring faster recovery and stronger performance.

Supporting Call Takers in the Moment: Practical Lessons from AI Use in 911

Leah Hornachek, *Aurelian*

Many AI tools in public safety focus on live transcripts or post-call summaries. While helpful for QA and review, these tools often don't address what call takers actually need during a live 911 call when time, attention, and clarity matter most. This session shares lessons on how AI is being used to support call takers in the moment without increasing distraction or screen-switching. Attendees will learn how guidance is kept relevant, role-appropriate, and aligned with local policy so call takers can stay focused on the caller instead of the tool.

BREAKOUT SESSIONS 2

Culture and Wellness as a Retention Engine in Public Safety

Tipi Brookins, *GovWorx*

Public safety agencies face a critical retention crisis driven by high stress, burnout, and competition from the private sector. This session moves beyond reactive peer support to examine strategic programs that integrate mental and physical health into daily operations. Participants will learn practical frameworks to transform organizational culture from a corrosive force into a core retention asset. By prioritizing employee wellness and leadership accountability, agencies can minimize the financial burden of turnover and secure long-term talent in vital public safety roles.

The Culture Keepers: How Everyday Dispatchers Shape Tomorrow's ECC

Kris Inman, *The Healthy Dispatcher*

Culture isn't just driven from the top—it's kept alive by the people who live it daily. This session empowers frontline dispatchers to recognize their role in shaping center culture. Attendees will learn practical strategies for peer influence, setting a professional tone, and reinforcing what's healthy. They will leave knowing how to be culture-keepers instead of culture-drifters.

Panel Discussion: What EMA needs from 911

Moderated by Jenn Tobey, *Elkhart County EMA*

Effective communication between the Emergency Management Agency (EMA) and 911 Emergency Services is essential during emergencies and disasters. Both agencies must share accurate, real-time information to coordinate resources, respond quickly to incidents, and keep the public safe. Clear communication helps emergency responders understand the situation, avoid delays, and ensure that people receive the help they need as efficiently as possible. *Let's talk about how we can make this happen!*

TUESDAY AFTERNOON GENERAL SESSION

Be Who You Need(ed)!

Kris Inman, *The Healthy Dispatcher*

Be Who You Need(ed) is a heartfelt and deeply relatable keynote about the quiet power 911 professionals hold in each other's lives. Long after the calls end, it's the way we show up for one another that determines whether people merely survive this work — or stay and grow within it. Through reflection, humor, and hard-earned insight, this session explores the evolving needs of dispatchers across every career stage and the profound difference one steady, compassionate coworker can make. Attendees will leave reminded that culture isn't "just the way it is" — it becomes what we choose to build, together.

Wednesday, September 16th, 2026

8 a.m.	Registration Opens
9 a.m.-Noon	Vendor Hall
11:45 a.m.	Lunch
1 p.m.	Breakout Sessions 3
2:15 p.m.	Breakout Sessions 4
3:30 p.m.	Breakout Sessions 5
5:30 p.m.	Hotel Bar Happy Hour

BREAKOUT SESSIONS 3

Continuity Planning for 9-1-1

Emily Shields, *Morgan County EMA*

Unexpected disruptions are inevitable. Whether they face cyberattacks, natural disasters, power failures, system outages, or staffing shortages, 9-1-1 centers must be prepared to continue serving their communities with little to no interruptions. This session will explore practical strategies for developing and maintaining an effective continuity plan for Public Safety Answering Points (PSAPs), including identifying risks, planning for redundancy, coordinating with partner agencies, and preparing staff to operate during extended or large-scale incidents. Through real-world considerations and actionable guidance, attendees will gain insight into how proactive continuity planning can minimize service disruptions, protect personnel, and ensure their center remains ready to answer the call when it matters most.

Introduction to Search and Rescue in Indiana

Micah Bell, *Indiana Search and Rescue Association*

We will discuss the Indiana laws pertaining to Search and Rescue (SAR), what makes a legitimate team, and how 911 Centers and SAR Teams can work together. Today 1 in 35 kids in the US are reported to have an autism diagnoses. It's a matter of 'when' not 'if' an agency will deal with an autism or dementia development. Roughly 6 out of 10 dementia patients are prone to wandering today. 911 professionals are the first first-responders to these time critical events.

From Candidate to Career: Reimagining the 9-1-1 Workforce with the Help of Responsible Artificial Intelligence

Tipi Brookins, *GovWorx*

In 9-1-1's high-stakes environment, treating staffing as a seat-filling exercise is unsustainable. This session challenges leaders to move beyond fragmented silos and build integrated systems that support personnel from recruitment through retirement. By replacing reactive wellness and delayed feedback with data-driven continuous development, you can stabilize your workforce. Discover how responsible AI bridges operational gaps through rapid pattern recognition and personalized coaching. We conclude with a strategic roadmap to transition from isolated programs to a unified design that prioritizes psychological safety, reduces burnout, and ensures your agency's most valuable experience stays in the room.

BREAKOUT SESSIONS 4

Feedback Without Fallout: Delivering Critique That Builds, Not Breaks

Sheryl Stephenson, *Hendricks County 911*

This presentation is designed for CTOs and professionals in leadership roles who are responsible for supervising, mentoring, or training others. We will explore practical strategies for delivering constructive feedback in ways that strengthen professional relationships rather than undermine them. The session will highlight foundational leadership and personal development concepts that shape how we interact with those we lead, including how to build positive professional relationships grounded in trust and respect. Participants will also learn how to deliver honest, direct feedback in a manner that encourages growth and accountability, minimizing defensiveness and fostering meaningful development instead of disengagement. The ideas and practical tips shared in this session are drawn from my experience over the past five years coaching in leadership and personal development training.

Normal Responses to What We Hear – How Trauma Works

Terri Bogue, *Thor Projects LLC*

We get a lot of training. However, one thing we don't often hear is what to expect to happen inside of us during a traumatic call. We may be told that our emotions have to wait, but we're not told how to unpack those emotions later on. We may be tempted to keep them boxed up forever, which comes with its own problems. By learning how compartmentalization works (and fails) as well as what's good and bad about dissociation, we can let go of the things that we hear. In addition to the mechanics of how we process trauma, we'll teach a few techniques that you can use on your own to lessen the impact of "those" calls.

GIS Data Standards and Validations for Next-Generation 911 in Indiana

Matt Evans, *Indiana Geographic Information Office*

BREAKOUT SESSIONS 5

See Me, and Heal Me: Leadership That Retains and Develops

Mike Wheatley, *Integrated Public Safety Commission*

Every communications center has faced it: a new hire with potential who doesn't make it through training. But what if the outcome was shaped long before the final decision? This session explores the hidden leadership dynamics that influence dispatcher development — from confirmation bias and trainer burnout to coaching language and psychological safety. Using a true case study, we'll examine how culture can either harden trainees or help them grow. Participants will gain practical strategies to improve training consistency, reduce premature labeling, and create recovery pathways that strengthen both performance and retention. Because in 9-1-1, how we train determines who survives the process.

Tornado Destruction: A Telecommunicator Case Study

Matthew Johnson, *Foundations Public Safety*

Tornadoes are unpredictable and can strike at any time. This course provides essential tornado awareness, shares insights from a rare and significant tornado event, and offers recommendations for improving future disaster responses. Participants will benefit from interviews with telecommunicators who experienced the event firsthand, as well as perspectives from the course instructor who responded to the disaster.

Practical AI Use Beyond The Console

Greg Shamblin, *Hancock County 911*

This session explores how 911 supervisors, trainers, and administrative staff can harness the power of AI to streamline everyday tasks beyond the operational floor. Attendees will discover practical, hands-on applications for using AI in areas such as documentation, scheduling, training development, and communication. Walk away with actionable strategies and tools you can implement immediately to work smarter and more efficiently in your administrative role.

Thursday, September 17th, 2026

8 a.m.	Registration Opens
9 a.m.	Breakout Sessions 6
10:15 a.m.	Breakout Sessions 7
11:30 a.m.	Breakout Sessions 8
12:30 p.m.	Closing Luncheon and Keynote: Nancy Lockhart, ENP
2 p.m.	NENA/APCO Quarterly Meeting

BREAKOUT SESSIONS 6

Answering Our Own Call: The Power of Peer Support

Tracy Severson, *Du-Comm*

When the pressure is high and calls keep coming, who has the dispatcher's back? This session will define what peer support means, explore strategies for implementation and how to strengthen existing peer support programs. We will discuss the role of admin buy-in and autonomy. We will end with a review of peer support's role and provide time for questions and resources.

Panel Discussion: Telecommunicator Appreciation

During this interactive panel discussion, we'll explore creative and meaningful ways to recognize and celebrate your staff while fostering morale, retention, and a positive workplace culture; not just during Telecommunicator Week, but all year long.

No Fear Radio: Understanding Your Radio without an engineering degree

Andi Baughn, *Integrated Public Safety Commission*

For many 911 dispatchers, the radio console is a "black box"—a complex piece of machinery that works through what seems like technical magic or confusing jargon. When vendors and technicians talk about "trunking," "simulcast," or "handshaking," it can feel like a foreign language that adds unnecessary stress to an already high-pressure environment. This session is designed to pull back the curtain on radio technology using simple, everyday analogies. We move past the engineering degrees and technical manuals to focus on what dispatchers actually need to know to stay confident behind the mic. Attendees will learn the "how and why" of their equipment—from how a signal travels to why certain buildings create "dead zones"—without the intimidating jargon. By understanding the "why" behind the "beep," dispatchers can troubleshoot common issues on the fly, better anticipate field unit needs, and eliminate the anxiety that comes from using a tool they don't fully understand.

BREAKOUT SESSIONS 7

Where Do We Fit? The ECC's Role in Public Safety Training

Heath Brant, *Johnson County Public Safety Communications*

This presentation will look at how an ECC can utilize their unique perspective to drive real life training for other aspects of public safety. Learn how Johnson County went from being the forgotten aspect of public safety training to being a driving force in how multi-agency training is conducted in their area. This involvement has not only dramatically improved the level of training for high-risk, low frequency calls for telecommunicators but has also improved the training for law enforcement, fire and EMS personnel in the process.

Learning Objectives:

- This session will provide attendees the skills necessary to develop good working relationships with other public safety agencies
- This session will give attendees the skills necessary to demonstrate that their unique perspective of every call can help improve public safety training for all first responders.
- This session will help the ECC with developing their training program for high-risk, low frequency calls and how they can continue to improve their policies through real-life scenario based training.

Leadership in the 911 Center: The 5 C's of Success

David Perry, ENP, *Hancock County 911*

This presentation is designed to help new supervisors in their transition from teammates to supervisors, also great for any leadership role in the 911 Center.

Modernizing the PSAP: Lessons Learned from Implementing and Preparing for AI

Zach Worth, *Morgan County Public Safety Dispatch* & Jeremy Banks, *Carbyne*

Public Safety Answering Points are facing growing operational complexity, increasing call volumes, and rising expectations for new communication capabilities. As agencies explore modernization efforts, many are evaluating cloud-based infrastructure as a way to improve resiliency, enable new technologies, and better support telecommunicators in the field. In this session, leaders from Morgan County Public Safety Dispatch and Carbyne will share both the operational and technology perspectives on modernizing a 911 center. Morgan County will discuss their experience implementing a modern cloud-based emergency communications platform, including the planning process, deployment considerations, and lessons learned during rollout. Carbyne will provide an industry perspective on the broader evolution of emergency communications infrastructure and how cloud-based systems are enabling new capabilities such as artificial intelligence, real-time transcription and translation, multimedia communications, and improved situational awareness. Together, the presenters will discuss how agencies can successfully introduce new technology into a live PSAP environment while ensuring telecommunicators remain supported through effective training and change management. Attendees will gain practical insights into how cloud infrastructure is shaping the future of emergency communications and what agencies should consider when preparing their teams for emerging technologies like AI.

BREAKOUT SESSIONS 8

Honing Your Hiring Process

Greg Shamblin, *Hancock County 911*

Hiring the right people is one of the most consequential decisions any organization makes — and in 911, the stakes couldn't be higher. This one-hour session is designed for anyone involved in the hiring process, whether you're a decision maker, interviewer, or panel member, and will give you practical, field-tested strategies to both widen your candidate pool and consistently select the best person from it. Drawing on more than a decade of continuous quality improvement to Hancock County 911's own hiring practices — and hundreds of candidate interviews — presenter Greg Shamblin walks attendees through the full hiring lifecycle from announcement to onboarding. With 16 years in the 911 industry and 6 years as Deputy Director, Greg brings hard-won insight into what works, what doesn't, and why small changes to your process can yield dramatically better outcomes. Attendees will come away with actionable do's and don'ts covering every stage of the process, including crafting effective hiring announcements, selecting and leveraging the right hiring platforms, structuring your overall process and interview panels, identifying the right candidate from your pool, navigating the conditional offer process, and setting new hires up for success through onboarding and early training. Whether your agency is building a hiring process from scratch or looking to sharpen one that's already in place, this session offers a decade's worth of lessons learned — so you don't have to learn them the hard way.

Beyond the Call: Connecting Citizens to Resources through Indiana 211

Jill Shamon & Kevin Evans, *211*

Indiana 211 is the State of Indiana's resource and referral service within the Family and Social Services Administration. We connect Hoosiers to essential help and community resources across all 92 counties. In this session, we will outline the types of resources available through Indiana 211 and explain how we partner with agencies such as DHS and emergency response organizations like VOAD to quickly deliver information to Hoosiers, including during and after disasters. We will also highlight how Indiana 211 supports individuals seeking substance use treatment, mental health services, and resources related to domestic violence, assault, and human trafficking and how first responders and dispatchers can connect to Indiana 211.

Drone Technology, Real-Time Information Centers, and Dispatch Integration

Shawn Miller

This session explores how drone technology enhances public safety through real-time aerial intelligence, improved situational awareness, and integration with dispatch and communication centers to support faster, more informed emergency response.

This schedule is subject to change