

DSET
Department of Emergency Services &
Public Protection
1111 Country Club Road
Middletown, CT 06457-9294

2016 Telecommunicator

Emergency Telecommunicators

Connecticut's 1st "First Responders"



Radisson Hotel
Cromwell
(Formerly Crowne Plaza)

April 12, 2016

Proudly Sponsored By

MECCA

Managers of Emergency

Communication Centers Association

&

DSET



2016
Telecommunicator
Conference

SPEAKER

Gordon Graham

Gordon Graham is a 33 year veteran of California Law Enforcement. His education as a Risk Manager and experience as a practicing Attorney, coupled with his extensive background in law enforcement, have allowed him to rapidly become recognized as a leading professional speaker in both private and public sector organizations with multiple areas of expertise.

Mr. Graham is a product of "The Greatest Generation." Raised in San Francisco in the 1950s, he not only learned that love of God, love of Country, and love of family was critical, but he was also taught the immense value of continuous learning, hard work and the importance of always doing the right thing. These beliefs and values have become a constant and a catalyst in his busy life.



2016

Telecommunicator
Conference
Agenda

**Registration fee is \$80.00 if paid
before March 31st. Thereafter,
registration fee is \$100.00. Make
Checks payable to "MECCA".**

Purchase Orders Accepted.

2016
Telecommunicator
Conference
Registration

- 7:30am Registration & Breakfast
- 8:30-8:45am Opening Remarks
Dan Worroll, Conference Chairman
Maureen Will, Chairman, MECCA
William Youell, Director, DSET
- 8:45-10:00am Session 1
High Reliability Organization
- 10:00-10:15am Break/Vendors
- 10:15-11:30am Session 2
5 Things for Success
- 11:30-12:00pm Break Vendors
- 12:00-1:15pm Lunch
- 1:15-2:45pm Session 3
Ethical Decision Making
- 2:45-3:00pm Break/Vendors
- 3:00-3:45pm Session 4
Customer Service
- 3:45-4:00pm Closing Remarks
Raffle

***APRIL 7TH IS THE
DEADLINE TO REGISTER***

Morning Refreshments

Continental Breakfast
Including Coffee & Tea

Lunch Choices

Grilled Chicken Marsala

Potato Chip Crusted Tilapia

Grilled Sirloin Strip

Vegetarian Pasta with Vegetables

Radisson Hotel, Cromwell CT
(Formerly Crowne Plaza)
Located off of I-91

**If you have any questions, please call Steve
Savage at 203-758-0050**

Rooms are available at a *special rate of \$109.00 per night*. Please call the Radisson Hotel Cromwell (860) 635-2000 and mention "Telecommunicator Conference" to reserve. Must be reserved by March 31st, 2016

ON-LINE REGISTRATION ONLY

www.regonline.com/2016telecommunicatorconference

Payments should be mailed to:

MECCA Conference

28 Cheshire Rd.

Prospect, CT 06712

Please include Confirmation Number with Payment

