

## CCM DRAFT Online Schedule

ASSIGNED	DUE	On-Line Pre-Learning (Weeks Prior to Week I)
Monday	Monday	Participant Agreement
Monday	Monday	Participant Data Sheet
Monday	Monday	DISCOVERY LESSON
Monday	Monday	<b>DISCUSS::</b> What is One Thing?
Monday	Monday	<b>DISCUSS::</b> As a CCM Customer
Monday	Monday	<b>DISCUSS::</b> What's Your Learning Style? <b>Writer's Workshop::</b> writing assignment (Thomas Moore) <b>VIDEO::</b> Message from Ninth Brain
Monday	Friday	<b>DISCUSS::</b> Last Minute Thoughts
<b>Onsite Week 1</b>		
ASSIGNED	DUE	Week I Assignments (To Be Completed During Week I)
Sunday	Friday	<b>PROJECT::</b> Devise plan for Project Assignments
Sunday	Friday	<b>360::</b> Online, login and invite reviewers
ASSIGNED	DUE	On-Line Learning (6 weeks between sessions)
Monday	Monday	<b>DISCUSS::</b> Reflections & Getting Started <b>360::</b> Complete the online survey self-assessment. Follow up with invited reviewers to confirm/encourage completion.
Monday	Monday	<b>DISCUSS::</b> Leadership <b>360:</b> Follow up with invited reviewers to confirm or encourage completion.
Monday	Monday	<b>DISCUSS::</b> Strategic Planning <b>VIDEO::</b> Intro to Coaching – Brett Lyle <b>360::</b> Follow up with invited reviewers to confirm or encourage completion.
Monday	Monday	<b>DISCUSS::</b> Customer Focus <b>DISCUSS::</b> Measurement, Analysis, and Knowledge Management <b>VIDEO::</b> Coaching Part I – Brett Lyle <b>360::</b> Follow up with invited reviewers to confirm or encourage completion. <b>PROJECT::</b> <i>Mid-point Check-in with Faculty Advisor</i>
Monday	Monday	<b>DISCUSS::</b> Workforce Focus <b>DISCUSS::</b> Process Management <b>VIDEO::</b> Coaching Part II – Brett Lyle <b>360::</b> <i>All reviewers completed surveys must be submitted.</i>
Monday	Monday	<b>DISCUSS::</b> Closing Reflections
	Tuesday	<b>PROJECT::</b> Paper report due to faculty advisor.
	Thursday	<b>PROJECT::</b> Group presentations.
<b>OnsiteWeek 2</b>		

### SHORT VIDEOS

- 1 Ninth Brain
- 2 Intro to Personal Brands (Brett Lyle)
- 3 Coaching-Part I (Brett Lyle)
- 4 Coaching-Part II (Brett Lyle)

**Communications Center Manager Course (CCM)**

**DRAFT ONSITE SCHEDULE - WEEK 1**

<b>DATE</b>	<b>ACTIVITY</b>	<b>FACULTY</b>
<b>Sunday</b>		
0800-0915	Welcome - Opening	Anthony/Jay
0930-1030	Foundations & CCM Journey	Jay Fitch
1045-1145	Syllabus - Introduction to CCM, Project, & 360	Jennifer/Hannah
1315-1645	Intro to Appreciative Inquiry DiSC Activity	Hannah Fitch
<b>Monday</b>		
0800-1145	Project Management Project Exercise	Anthony Minge
1315-1645	NG911 Update Missing & Exploited Children Taking Research Projects to the Next Level	Jennifer Kirkland
<b>Tuesday</b>		
0800-1145	Writer's Workshop	Thomas Moore
1315-1645	Intro to Coaching Top 10 Team	Hannah Fitch
1800-2000	<i>Leadership Cinema</i>	Hannah Fitch
<b>Wednesday</b>		
0800-1145	Pre-Planning for the Unexpected Communication IC - Major Events Case Study: When the Center Goes Down	Tom Somers
1315-1645	Labor & Employment Law Human Resource Management Case Study	Kevin Fairlie
<b>Thursday</b>		
0800 - 1145	Emotional Intelligence Interacting w/Elected Officials/Board Members, etc. Work Life Balance	Hannah Fitch Jennifer Kirkland Anthony Minge
1315-1645	Appreciation Supervision Ethical Decision Making	Hannah Fitch
<b>Friday</b>		
0800-1145	Customer Service Case Study/Activity	Jennifer Kirkland
1315-1515	Working As A Team	Hannah Fitch

**Communications Center Manager Course (CCM)**  
**DRAFT ONSITE SCHEDULE - WEEK 2**

DATE	ACTIVITY	FACULTY
<b>Sunday</b>		
0800-0830	Welcome Back	Hannah/Anthony/Jay/Jennifer
0830-1145	LPI 360 Reports 360 Feedback Planning	Hannah Fitch
1315-1645	Process Improvement Service Defect Investigation Case Study	Brooke Burton
1715-1815	Generational Studies	Hannah Fitch
<b>Monday</b>		
0800-1130	High Reliability & Trust Leading Change Case Study	Jay Fitch
1130-1145	What's New with IAED?	Jerry Overton
1315-1645	Introduction to 9-1-1 Technology Administration of IT Case Study: Emergency IT	Frank Gresh
<b>Tuesday</b>		
0800-1145	Using CAD, ePCR, and Other Data to Manage Your System	Todd Stout
1315-1645	Optimizing 9-1-1/EMS Workforce Wellness & Resilience <i>Combined w/ASM</i>	Jim Lanier
1800-2000	<i>Leadership Cinema</i>	Hannah Fitch
<b>Wednesday</b>		
0800-1145	Process & Workflow Optimization Supply & Demand Common Operational Issues	Todd Sheridan
1315-1645	Organizational Productivity/Time Mgmt. Media Communications Just Culture	Jennifer Kirkland Jay Fitch Joe Coons
<b>Thursday</b>		
0800-1145	Group Project Presentations	Fitch/Nelson/Minge
1315-1645	Group Evaluations	Jennifer/Hannah
1730-1830	<i>Celebration Reception</i>	
1645-1830	<i>Photographer (group and headshots)</i>	
<b>Friday</b>		
0800-1145	Building & Maintaining Your High-Performing Team	Jennifer Kirkland
1315-1500	Live Into Your Future	Hannah Fitch