

Recruiting the Next Generation of Dispatchers

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2027-04-26 | 10:00-11:00 America/New_York | Windlass Room

Session scope

Outreach to community colleges and veterans. CE credits: 1.0 PDH

Learning objectives

1. Participants will identify the roles and responsibilities in a workplace case.
2. Participants will compare two ways to communicate a concern.
3. Participants will describe how the group would check understanding without issuing live operating instructions.

Teaching plan

The speaker introduces the source session topic and a fictional case. Participants identify the decision to examine, review the supplied evidence, then discuss how different assumptions change their conclusions.

Case discussion

The group works through a case about recruiting the next generation of dispatchers. Each team records the information it trusts, the information still missing, and the reason for its proposed next question. The speaker compares the teams' conclusions and ties them back to the session scope.

Outline status

This synthetic demo fixture represents the first outline submission. Its review state appears in the conference workspace. The final presentation deck is due April 9, 2027 and has not been uploaded.