So, You Want To Be a Supervisor? 
Preparing for Promotion

Just Who Is This Woman, Anyway?
- Sara Elizabeth Wright, ENP
- I’ve worked in 9-1-1 for over 20 years.
- I’ve worked as a dispatcher, team lead, trainer, supervisor, training coordinator, and manager.
- I’ve written and spoken on Emotional Intelligence and Mental Health.
- I’m a mom, a wife, a gamer, and probably about 100 other labels.

What Will I Get Out of This?
- My goals are for you to:
  - Know what you’re doing that can harm you
  - Know what you need to do to help you
  - Gain or increase self-awareness
**Identify the Issue**
- “A supervisor position doesn’t open unless the existing supervisor dies or retires.”
- People without public safety communications experience brought into supervisory or management positions.
- Seniority or ability?
- Other issues?

**Identify Your Issues**
- Is there anything I’m doing which could be holding me back?

**Now what?**
- Okay. You’ve identified the issues and your own issues. Now what?
  - What can you change?
  - What are you willing to change?
Preparing for Promotion

- Identify goals and write them down.
- If becoming a supervisor is one of those goals, why?
- Don’t wait until the position is posted to start preparing.

What can I do to prepare?

- Be the best dispatcher you can be.

What else?

- Be a team-player.
Be willing to sacrifice
- Overtime
- Training
- Education
- Time
- Money
- Volunteer

Dress for the part
- Even if you’re a dispatcher in a center which requires uniforms, you can still dress for the part of a supervisor.

Volunteer
- What volunteer opportunities exist in your organization?
Assist your supervisor

- If you want to be considered for a supervisory position, see what you can do to help your current supervisor.

Identify problems & provide solutions

- Even if it’s not a “problem”, are there things in your center that could be done more efficiently?

Know what you’ve done

- Make a portfolio of your accomplishments.

“Once you stop learning, you start dying”
- Albert Einstein -

What do you think?
- Now it's your turn...what would you add to this list of things you can do to better prepare for promotion?
- What’s your first step going to be?

Thank you for your time
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