

Beyond the Street Workshop for new and aspiring EMS leaders

BTS

Beyond the Street
Workshop

DETAILS:

March 19-20, 2025

Hosted by: Enloe Health

Location:

Enloe Health Training Facility
1528 Esplanade
Chico, CA 95926

Cost: \$249 through Feb. 6

REGISTER:

fitchassoc.com

Presented by:



ABOUT BTS

Beyond the Street (BTS) is a two-day workshop for new and aspiring EMS supervisors looking to master essential management skills, from working effectively with different generations in the workforce and handling conflict to building trust with peers, bosses and colleagues from other agencies. Through a mix of lectures, case studies and role-playing, participants receive an introduction to some of the challenges faced by field supervisors as well as strategies for navigating their role.

At BTS, you will learn more about:

- When to direct, when to coach and when to delegate
- Essential problem-solving skills
- Avoiding the endless to-do list and managing time effectively
- Successful ways to handle complaints and build customer satisfaction
- Navigating conflict
- Financial facts and strategies for front-line managers
- Taking your career to the next level