

EMS LEADERSHIP SEMINAR



11154 CA-76, PALA, CA 92059
(877) 946-7252

Hosted by the San Diego, Los Angeles,
and Orange County Ambulance Associations

www.emsleadershipseminar.org

THURSDAY OCTOBER 12, 2023 | 8:30 AM – 5:00 PM

Session One– JACK E. ENTER

"Leadership in the Midst of Change - Skills and Principles Which DO Not Change"

Despite external challenges, emergency management and public safety personnel excel in their mission. However, many struggle with leadership after promotion. They fail to communicate, address internal issues, and engage with their team. This shift negatively impacts the organizational culture. Why do effective personnel who "ran to the sound of trouble", now run away at the sound of tough decisions or personnel matters?



Jack Enter, a law enforcement veteran since 1972, has held various roles in the field. He's been an officer, manager, and administrator of agencies in Atlanta. With a Ph.D. and experience as a professor, he also served as Director of Information and Education for the Governor's Criminal Justice Coordinating Council. Jack has lectured nationally and internationally on topics like leadership and profiling offenders. He's

published two books and resides in Auburn, Georgia, with his wife and family. www.jackenter.com

Session Two – GORDON GRAHAM

"The Importance of Discipline"

"Rules without enforcement are just nice words." In this brief program, Gordon will address the critical issue of employee discipline – and what it is and what it is not. Failure to discipline in a prompt, fair, and consistent manner is a ticket for nothing but future problems and there are many legal and "risk" concerns involved in this process that need to be fully understood.



Mr. Gordon Graham is an internationally recognized 33-year veteran of California Law Enforcement (retired), and a practicing attorney (31 years) with a background and formal education and experience as a risk manager. Mr. Graham has taken this background as a street cop, supervisor, and manager and coupled it with his formal education as a risk manager and his

education and experiences as an attorney and is now President of Lexipol – a company designed to standardize policies, procedures and training within fire departments around America. Those familiar with Gordon know the exciting, information filled seminars he delivers. The informed attendee at this program will leave with a tremendous amount of knowledge regarding true risk management in Ambulance and pre-hospital care operations.

Session Three – SCOTT A. MOORE

"Changing the Dialogue by Breaking a Negative Thinking Pattern in the Workplace"

According to Gallup, global unhappiness is on the rise, and leaders have overlooked it. This affects the workplace. Workforce shortages in a polarized political environment impact leaders' interactions with their teams. We often expect our supervisors to possess the knowledge, skills, and ability to address a negative work environment. This session explores cultivating a positive dialogue by identifying dynamics leading to negative encounters. Learn effective strategies for enhancing daily employee interactions and fostering a strong, inclusive team for organizational success.

Followed by – "Managing Generations – Employees are Speaking ... We are not Listening"

EMS agencies face a critical workforce shortage. This session discusses how generational differences impact the workplace and engage employees. The new workforce highly values work-life balance as much as pay and benefits. Employers must adapt recruitment and management strategies. Today you will learn how to develop a strong Employee Value Proposition (EVP) and nurture your team in this session.



Scott A. Moore, Esq. has over 32 years of experience in emergency medical services. He held executive positions at multiple ambulance services in Massachusetts. Scott, a licensed attorney, specializes in HR, labor law, employee benefits, ambulance reimbursement, and corporate compliance. He's the HR & Operational Consultant for the American Ambulance

Association, lecturing at EMS conferences. Scott created Newton 360, enhancing EMS agency performance.

As an attorney, Scott is admitted to practice in Massachusetts, Illinois, and the US District Court. He holds certifications in HR, ambulance compliance, and serves as a Site Reviewer for CAAS. Scott is on the Board of Directors for The Savvik Foundation, The Code Green Campaign, and Employers Against Domestic Violence.

Scott earned a bachelor's degree in Psychology and a Juris Doctor. He maintains his EMT certification and remains connected to his hometown's Fire Department. He's a member of various associations, including NREMT, NEMSMA, IAEMSC, ABA, MBA, ISBA, SHRM, and NEHRA.



Hosted by the Ambulance Association of San Diego County (AASDC), Ambulance Association of Orange County (AAOC), and the Los Angeles County Ambulance Association (LACAA)

REGISTRATION FORM

THURSDAY OCTOBER 12, 2023 | 8:30 AM – 5:00 PM

Agency/Company: Contact:

Address: City: State: Zip:

Telephone: E-mail:

Registration includes admission to the seminar and lunch.

For overnight reservations, please call Pala Resort & Casino at (877) 725-2766 and mention GROUP CODE: **G23EMS** for an arrival date of **Wednesday, October 11, 2023, departing on Thursday, October 12, 2023.**

A discounted room rate of \$104.00 per night has been secured.

Please call before October 11th to confirm your reservation.

For more information about Pala's location and services, please visit www.palacasino.com.

SEMINAR ATTENDEE FEES (LUNCH INCLUDED)

On or before 10/6:	QTY: _____	x	\$50	=	_____	Total
After 10/6:	QTY: _____	x	\$75	=	_____	Total

SPEAKERS

JACK E. ENTER

"Leadership in the Midst of Change - Skills and Principles Which DO Not Change"

GORDON GRAHAM

"The Importance of Discipline"

SCOTT A. MOORE

"Changing the Dialogue by Breaking a Negative Thinking Pattern in the Workplace"
"Managing Generations – Employees are Speaking ... We are not Listening"

Please print or type all attendee names as they should appear on each name badge. Please attach a separate sheet if necessary.

Attendee Name	Title	Attendee Name	Title
_____	_____	_____	_____
_____	_____	_____	_____
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Send completed form to:

Los Angeles County Ambulance Association (LACAA), P.O. Box 2473, Santa Fe Springs, CA 90670
Online Registration and Payment at www.emsleadershipseminar.org | Email: register@emsleadershipseminar.org

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