



Samantha Hawkins

Lead Your Heart Out: Leadership That Makes People Stay!

This is an eye-opening one-hour session for current and aspiring 9-1-1 leaders, as well as the everyday influencers who lead from the floor, regardless of title.

Leadership in an Emergency Communications Center is felt in the everyday moments. It is how we communicate, build trust, respond when someone struggles, create accountability, recognize potential, and set the tone for the people around us.

Through real-world lessons, reflection, and practical strategies, participants will explore how to lead with both accountability and empathy, replace micromanagement with empowerment, strengthen trust, and positively influence workplace culture.

Attendees will leave challenged to consider the kind of leader they once needed and equipped to become that leader for someone else.