



For Immediate Release

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PRESS RELEASE

40 EMS Leaders Graduate from Communication Center Manager Program

Modrell recognized with Carlynn Crampton Leadership Award

Platte City, MO (Jan. 13, 2022): Fitch & Associates wishes to recognize and congratulate the graduates of the 2021 Fall **Communication Center Manager (CCM)** program.

Forty EMS professionals from across the nation recently completed the blended learning program in Jacksonville, Florida, which included online learning and two weeks in a traditional classroom setting. Students were engaged in a rigorous curriculum designed to develop and enhance the skills of today's effective EMS leader. Attendees gained insight and practical knowledge from Jay Fitch, PhD, Anthony Minge, EdD, Hannah Fitch, Jennifer Kirkland and other experienced EMS industry leaders.

Each CCM class recognizes one student with a leadership award. The honor is bestowed upon them by their peers. The award is presented to a classmate whom the students feel has exhibited exceptional personal and professional leadership qualities throughout the course and who the students feel represents the best in EMS. The Fall 2021 CCM leadership award was presented to **Angela Modrell**. Modrell has been with Fairbanks Emergency Communication Center, located in Fairbanks, Alaska, for six years and was recently promoted to dispatch supervisor.

"CCM was the experience I was not expecting, said Modrell. "We disconnected from our everyday hustle and stress as telecommunicators, supervisors, and managers and concentrated on ourselves and our journey as leaders. CCM staff brought in subject matter experts for most every aspect of communication center management and each seminar was up to date and informative. They taught us to recognize our leadership style and how it affects others; then how to adjust our leadership style into appreciative supervision. The CCM experience is well worth your time."

The Fall 2021 CCM leadership award is named in honor of Carlynn Crampton. Crampton was instrumental in the early development and facilitation of the Communication Center Manager Program. Her insight, passion and determination for excellence in communication and dispatch center development helped provide the foundation and continues to be an inspiration for the program today. She embodies and role models the traits of true leadership. This award is given to honor her work in the program and commitment to the development of the profession's leaders.

CCM participants that successfully complete the program are recognized at the IAED's Annual Navigator Conference, held each spring. (Graduates who attend will also receive free conference

registration.) The course is recognized by the National Emergency Number Association for credit toward the recertification of the Emergency Number Professional certificate.

About CCM:

The Communication Center Manager program provides a comprehensive foundation of management and leadership practices tailored to today's communication center leaders. Experienced faculty and motivated participants come together for two dynamic weeks of education and training, with additional online coursework. Participants come away with skills they can put to use immediately in the communication center. To learn more about CCM and to register for an upcoming course, visit <https://fitchassoc.com/communication-center-manager-program/>.

About Fitch & Associates:

Fitch & Associates provides guidance and expertise to help its clients deliver better and more efficient emergency services, accountability and sustainably. When it comes to emergency services, Fitch & Associates is the only organization that combines the depth of a national, full-time professional team with an extraordinary level of personal service and responsiveness to client needs. For more information, visit www.fitchassoc.com.