



# LEADERSHIP AND ACCOUNTABILITY

## 9-1-1 & Records Personnel

### Course Overview:

This essential leadership course is designed for emerging and existing leaders and those seeking promotion in public safety agencies. **This presentation is exclusively for 9-1-1 Dispatch & Records Personnel.**

- Explore various leadership styles and identify their own strengths
- Understand the importance of accountability in maintaining healthy organizations
- Develop skills in analyzing and resolving conflicting needs
- Gain a deep understanding of the principles of accountability and organizational commitment

Mandi Runnells, an instructor with Kim Turner, LLC, brings 19 years of law enforcement industry experience to her role. Her career progression from Records Technician to 9-1-1 Communications Manager and Records Manager has equipped her with comprehensive insights. As a seasoned instructor, Mandi is passionate about helping professional staff leaders in law enforcement succeed and grow, offering expertise in CLETS, adult learning concepts, leadership, and more.

Currently serving as the California National Emergency Number Association (CALNENA) President and cofounder of 9-1-1 Goes to Sacramento, Mandi demonstrates her ongoing commitment to the profession. Motivated by her two daughters and the belief that millennials can achieve their goals through hard work, she dedicates herself to providing continued training and education for law enforcement professionals at Kim Turner, LLC.



Mandi Runnells

### IN PERSON TRAINING

Friday, November 21, 2025  
0800-1700 hours

El Cajon Police Department  
100 Civic Center Way  
El Cajon, CA 92020



CCN# 1301-10040-25-002  
POST PLAN NA | 8 HOURS CPT  
Eligible for CalOES ATA Reimbursement for PSAPs  
Tuition \$299