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DEPARTMENT:

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2025 DISPATCHER SESSION 2: Apr. 1 - June. 15
TRAINING OFFICER'S EMAIL ADDRESS

DISPATCHER COURSES	"X"	DISPATCHER COURSES	"X"	DISPATCHER COURSES	"X"
9-1-1, More than a Job		Extremist Organizations		PTSD: How to Cope	
Abandoned 911 Calls		Fire Communications		Public Mental Health	
Active Listening		Fire Dispatch 101		Pursuits, Robberies & Bomb Threats	
Active Assailants		Gang Overview		Pursuits, Robberies & Officer Involved	
Adapting to Change		Haz. Materials, Chem Spills, Elec Veh Incident		Radio Etiquette	
Agitated Chaotic Events (ACE)		Hazmat & Out of Control Fires		Respect	
Airplane Crashes & RR Incidents		Health & Fitness		Responder Safety	
All Those Calls We Love		High Risk Incidents		Self Awareness	
Alzheimer's & Autism Spectrum Disorder		Hostage & Barricaded Persons		Self Confident	
AMBER Alerts		Hostage Negotiation		Self Motivation & Accountability	
Are You Prepared For Disaster?		How To Bounce Back After A Critical Incident		Sex Crimes	
Arson & The Working Fire		Human Trafficking		Shots Fired, Officer Down	
Attacks on Police		If They are the Problem, Why do I have to Change?		Social Media: Friend or Foe in Communications	
Attitude		Interagency Relationships		Sovereign Citizens & Terrorism Update	
Autism & 911		Interoperability		Stimulating The Jaded Dispatcher	
Basic Training		Interpersonal Communications		Stress, Critical Incident Stress Mgmt. & Burnout	
Boat Accidents and Geography		Large Scale Incidents		Stress Management	
Bullying		Lead, Follow, or Get Out of the Way		Structure Fires	
Burnout		Leadership		Suicide by Cop & Police Officer Suicide	
Call Handling Skills		Leadership and Ethics		Suicide Intervention	
Call Taking 101		Leadership: Being the Best		Supporting Each Other	
Callers in Crisis		Lessons from the Front		Surviving Difficult Calls	
Callers with Disabilities		Liability		Swatting	
Calming & Other Basics		Low Frequency High-Risk Calls		Sympathy vs. Empathy	
Challenging Callers		Major Disasters		TTY/TTD Communicating	
Child, Intoxicated Callers and Bomb Threats		Management is NOT the Problem		Team Building	
Complacency		Managing Difficult Conversations		Telecommunicator Liability	
Compassion Fatigue		Media Relations		Terrorism and Gang Update	
Computer Crimes		Mental Health in 9-1-1		The Future of Communications	
Controlling The Call		Meth Labs & Designer Drugs		The Telecommunicator's Role in First Responder Safety	
Courtroom Procedures and Employee Rights		Millennials		This Wonderful Job We Do	
Critical Incidents		Missing Adults: Alzheimer's Disease & Dementia Patients		Understaffed, Underpaid, Underappreciated	
Critical Thinking		Missing Persons		Understanding & Handling Mentally Ill Callers	
Customer Service		Morale v2		Unusual Occurrences	
De-Escalation		Multi-Tasking		Us v Them	
De-Escalation Techniques		Multiple Casualty Incidents		Vicarious Traumatization: Signs and Symptoms	
Dealing with Elderly Callers		Mutual Aid/Mayday/Submerged Vehicles		Water Emergencies	
Defeating Drama & Negativity		Negativity		Water Rescues/Wireless Phones	
Difficult Callers		Next Generation 9-1-1		Weather Emergencies	
Difficult Callers and Child Callers		NIMS		Wellness	
Diversity in the Communications Center		Non-English Speaking Callers		What If?	
Domestic Violence		Officer-Involved Shootings		What Makes a Good Employee?	
Domestic Violence, Sex Assault		Officer Safety		When Disasters Strike	
Don't Take it Personally		Peer Support & Supporting Others		Work Life Balance	
Elder Abuse		Personal Development		Workplace Diversity	
Emergencies in the Communications Center		Planes, Trains & Automobiles		Workplace Ethics	
Employee Conflict		Positivity		You Can Quote Me (No quiz/No credit)	
Enhanced Location		Professionalism		Your Physical Health	
Ethics-How To Be a More Productive		PTSD in Veterans		Your Role in Employee Retention	