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DEPARTMENT:

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2026 DISPATCHER SESSION 1: Jan. 1 - Mar. 15
TRAINING OFFICER'S EMAIL ADDRESS

DISPATCHER COURSES	"X"	DISPATCHER COURSES	"X"	DISPATCHER COURSES	"X"
9-1-1, More than a Job		Ethics-How To Be a More Productive		PTSD/PTSI	
Abandoned 911 Calls		Extremist Organizations		Public Mental Health	
Active Listening		Fire Communications		Pursuits, Robberies & Bomb Threats	
Active Assailant		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	
AI in 9-1-1		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	
Angry & Abusive Callers		How To Bounce Back After A Critical Incident		Sex Crimes	
Are You Prepared For Disaster?		Human Trafficking		Shots Fired, Officer Down	
Arson & The Working Fire		If They are the Problem, Why do I have to Change?		Social Media: Friend or Foe in Communications	
Attacks on Police		Interagency Relationships		Sovereign Citizens & Terrorism Update	
Attitude		Interoperability		Stimulating The Jaded Dispatcher	
Autism & 911		Interpersonal Communications		Stress, Critical Incident Stress Mgmt. & Burnout	
Basic Training		Large Scale Incidents		Stress Management	
Bullying		Lead, Follow, or Get Out of the Way		Structure Fires	
Burglary & Robbery		Leadership and Ethics		Suicide by Cop & Police Officer Suicide	
Burnout		Leadership: Being the Best		Suicide Intervention	
Call Handling Skills		Lessons from the Front		Supporting Each Other	
Call Taking 101		Liability		Surviving Difficult Calls	
Callers in Crisis		Listening vs Hearing		Swatting	
Callers with Disabilities		Low Frequency High-Risk Calls		Sympathy vs. Empathy	
Calming & Other Basics		Major Disasters		TTY/TTD Communicating	
Challenging Callers		Management is NOT the Problem		Team Building	
Child, Intoxicated Callers and Bomb Threats		Managing Difficult Conversations		Telecommunicator Liability	
Complacency		Media Relations		Terrorism and Gang Update	
Compassion Fatigue		Mental Health in 9-1-1		The Future of Communications	
Computer Crimes		Meth Labs & Designer Drugs		The Telecommunicator's Role in First Responder Safety	
Controlling The Call		Millennials		This Wonderful Job We Do	
Courtroom Procedures and Employee Rights		Missing Adults: Alzheimer's Disease & Dementia Patients		Understaffed, Underpaid, Underappreciated	
Critical Incidents		Missing Persons		Understanding & Handling Mentally Ill Callers	
Critical Thinking		Morale v2		Understanding Psychosis & Schizophrenia	
Customer Service		Multi-Tasking		Unusual Occurrences	
De-Escalation Techniques		Multiple Casualty Incidents		Us v Them	
Dealing with Difficult Co-Workers		Mutual Aid/Mayday/Submerged Vehicles		Vicarious Traumatization: Signs and Symptoms	
Dealing with Elderly Callers		Negativity		Water Emergencies	
Defeating Drama & Negativity		Next Generation 9-1-1		Water Rescues/Wireless Phones	
Difficult Callers and Child Callers		NIMS		Weather Emergencies	
Diversity in the Communications Center		Non-English Speaking Callers		Wellness	
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	
Emotional Intelligence		Positivity		You Can Quote Me (No quiz/No credit)	
Employee Conflict		Professionalism		Your Physical Health	
Enhanced Location		PTSD in Veterans		Your Role in Employee Retention	