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 LAST 4 SS#:
 DEPARTMENT:

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2026 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		Enhanced Location		PTSD in Veterans	
Abandoned 911 Calls		Ethics-How To Be a More Productive		PTSD/PTSI	
Active Listening		Extremist Organizations		Public Mental Health	
Active Assailant		Fire Communications		Pursuits, Robberies & Bomb Threats	
Adapting to Change		Gang Overview		Pursuits, Robberies & Officer Involved	
Agitated Chaotic Events (ACE)		Haz. Materials, Chem Spills, Elec Veh Incident		Radio Etiquette	
AI in 9-1-1		Hazmat & Out of Control Fires		Respect	
All Those Calls We Love		Health & Fitness		Self Awareness	
Alzheimer's & Autism Spectrum Disorder		High Risk Incidents		Self Confident	
Alzheimer's/Dementia/Memory Loss		Hostage & Barricaded Persons		Self Motivation & Accountability	
AMBER Alerts		Hostage Negotiation		Sex Crimes	
Angrv & Abusive Callers		How To Bounce Back After A Critical Incident		Shots Fired, Officer Down	
Are You Prepared For Disaster?		Human Trafficking		Social Media: Friend or Foe in Communications	
Arson & The Working Fire		If They are the Problem, Why do I have to Change?		Sovereign Citizens & Terrorism Update	
Attacks on Police		Interagency Relationships		Stimulating The Jaded Dispatcher	
Attitude		Interoperability		Stress, Critical Incident Stress Mgmt. & Burnout	
Autism & 911		Interpersonal Communications		Stress Management	
Basic Training		Large Scale Incidents		Structure Fires	
Bullying		Lead, Follow, or Get Out of the Way		Suicide by Cop & Police Officer Suicide	
Burglary & Robbery		Leadership and Ethics		Suicide Intervention	
Burnout		Leadership: Being the Best		Supporting Each Other	
Call Taking 101		Lessons from the Front		Surviving Difficult Calls	
Callers in Crisis		Liability		Swatting	
Callers with Disabilities		Listening vs Hearing		Sympathy vs. Empathy	
Calming & Other Basics		Low Frequency High-Risk Calls		TTY/TTD Communicating	
Challenging Callers		Major Disasters		Team Building	
Child, Intoxicated Callers and Bomb Threats		Management is NOT the Problem		Telecommunicator Liability	
Complacency		Managing Difficult Conversations		Terrorism and Gang Update	
Compassion Fatigue		Media Relations		The Future of Communications	
Computer Crimes		Mental Health in 9-1-1		The Telecommunicator's Role in First Responder Safety	
Controlling The Call		Meth Labs & Designer Drugs		This Wonderful Job We Do	
Courtroom Procedures and Employee Rights		Millennials		Understaffed, Underpaid, Underappreciated	
Critical Incidents		Missing Adults: Alzheimer's Disease & Dementia Patients		Understanding & Handling Mentally Ill Callers	
Critical Thinking		Missing Persons		Understanding Psychosis & Schizophrenia	
Customer Service		Morale v2		Unusual Occurrences	
De-Escalation Techniques		Multi-Tasking		Us v Them	
Dealing with Difficult Co-Workers		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 and Child Callers		Next Generation 9-1-1		Weather Emergencies	
Diversity in the Communications Center		NIMS		Wellness	
Domestic Violence		Non-English Speaking Callers		What Makes a Good Employee?	
Domestic Violence, Sex Assault		Officer-Involved Shootings		When Disasters Strike	
Don't Take it Personally		Officer Safety		Work Life Balance	
Effective Call Taking		Peer Support & Supporting Others		Workplace Diversity	
Elder Abuse		Personal Development		Workplace Ethics	
Emergencies in the Communications Center		Planes, Trains & Automobiles		You Can Quote Me (No quiz/No credit)	
Emotional Intelligence		Positivity		Your Physical Health	
Employee Conflict		Professionalism in 9-1-1		Your Role in Employee Retention	