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DEPARTMENT:

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2026 DISPATCHER SESSION 4: Oct. 1 - Dec. 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	
Aqitgated 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		Responder (Officer) Safety	
Alzheimer's & Autism Spectrum Disorder		High Risk Incidents		Self Awareness	
Alzheimer's/Dementia/Memory Loss		Hostage & Barricaded Persons		Self Confident	
AMBER Alerts		Hostage Negotiation		Self Motivation & Accountability	
Angrv & 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?		Sleep Hygiene	
Attacks on Police		Interagency Relationships		Social Media: Friend or Foe in Communications	
Attitude		Interoperability		Sovereign Citizens & Terrorism Update	
Autism & 911		Interpersonal Communications		Stimulating The Jaded Dispatcher	
Basic Training		Large Scale Incidents		Stress, Critical Incident Stress Mgmt. & Burnout	
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 Taking 101/Basic Radio/Difficult Callers		Lessons from the Front		Supporting Each Other	
Callers in Crisis		Liability		Surviving Difficult Calls	
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		This Wonderful Job We Do	
Controlling The Call		Meth Labs & Designer Drugs		Understaffed, Underpaid, Underappreciated	
Courtroom Procedures and Employee Rights		Millennials		Understanding & Handling Mentally Ill Callers	
Critical Incidents		Missing & Exploited Children		Understanding Psychosis & Schizophrenia	
Critical Thinking		Missing Adults: Alzheimer's Disease & Dementia Patients		Unusual Occurrences	
Culture in the Communications Center		Missing Persons		Us v Them	
Customer Service		Morale v2		Vicarious Traumatization: Signs and Symptoms	
De-Escalation Techniques		Multi-Tasking/Swatting/Pursuits		Water Emergencies	
Dealing with Difficult Co-Workers		Multiple Casualty Incidents		Water Rescues/Wireless Phones	
Dealing with Elderly Callers		Mutual Aid/Mayday/Submerged Vehicles		Weather Emergencies	
Defeating Drama & Negativity		Negativity		Wellness	
Difficult Callers and Child Callers		Next Generation 9-1-1		What Makes a Good Employee?	
Domestic Violence		NIMS		When Disasters Strike	
Domestic Violence, Sex Assault		Non-English Speaking Callers		Work Life Balance	
Don't Take it Personally		Officer-Involved Shootings		Workplace Diversity	
Effective Call Taking		Officer Safety		Workplace Ethics	
Elder Abuse		Peer Support & Supporting Others		You Can Quote Me (No quiz/No credit)	
Emergencies in the Communications Center		Personal Development		Your Physical Health	
Emotional Intelligence		Positivity		Your Role in Employee Retention	
Employee Conflict		Professionalism in 9-1-1			