

NAME:  
 LAST 4 SS#:  
 DEPARTMENT:

New River Criminal Justice Academy ON LINE 2019 DISPATCHER SESSION 2: Apr. 1- June 15  
 FAX: 540-674-5849  
 martya@nrcjta.org

TRAINING OFFICER'S EMAIL ADDRESS

DISPATCHER COURSES	"X"	DISPATCHER COURSES	"X"	DISPATCHER COURSES	"X"
9-1-1, More than a Job v2		Don't Take it Personally		Professionalism	
Abandoned 911 Calls		Elder Abuse 2013		PTSD: How to Cope	
Active Listening		Empathy		PTSD in Veterans	
Active Shooter		<b>Enhanced Location</b>		Pursuits & Officer Involved	
Adapting to Change		Ethics-How To Be a More Productive		Pursuits, Robberies & Bomb Threats	
Airplane Crashes		Excited Delirium		Radio Etiquette	
All Those Calls We Love		Fire Communications		Rape & Domestic Violence	
Alphabet Soup		Fire Dispatch 101		Responder Safety 2013 v2	
Alzheimer's & Autism Spectrum Disorder		Gang Overview		Self Confident	
Are You Prepared For Disaster?		Hazmat & Out of Control Fires		Self Evaluation	
Arson & The Working Fire		Health & Fitness		Sex Crimes	
Attacks on Police		Hostage & Barricaded Persons		Shots Fired, Officer Down	
Attitude		Hostage Negotiation		Sovereign Citizens & Terrorism Update	
Basic Radio Communications		Human Trafficking		Stimulating The Jaded Dispatcher	
Boat Accidents and Geography		Interoperability		Stress	
Bullying		Interpersonal Communications		Stress Management	
Burnout v2		Juvenile Crime		Structure Fires	
Call Handling Skills		Large Scale Incidents		Suicide by Cop & Police Officer Suicide	
Call Taking 101 v3		Lead, Follow, or Get Out of the Way		Suicide Intervention v3	
<b>Callers with Disabilities</b>		Leadership: Being the Best		Swatting	
Calming & Other Basics		Liability Update		TTY/TTD Communicating	
Challenging Callers		Low Frequency High-Risk Calls		Team Building	
Child Callers		Major Disasters		Teamwork	
Child, Intoxicated Callers and Bomb Threats		Media Relations		Telecommunicator Liability	
Communicating In Communications		Mental Health Callers		Terrorism and Gang Update	
Complacency		Mental Health in 9-1-1		The Future of Communications	
Compassion Fatigue		Meth Labs & Designer Drugs		The Mentally Ill	
Computer Crimes		Millennials		The Power of Positivity	
Conflict Resolution		Missing Children and Amber Alerts		Understaffed, Underpaid, Underappreciated	
Controlling The Call		Missing Persons		Unusual Occurances	
Courtroom Procedures and Employee Rights		Morale v2		Us v Them	
Crisis Intervention		Multi-Tasking		Vicarious Traumatization: Signs and Symptoms	
Critical Incident Stress		Multiple Casualty Incidents		Water Rescues/Wireless Phones	
Customer Service		<b>Mutual Aid/Mayday/Submerged Vehicles</b>		Weather Emergencies	
Dealing with Elderly Callers		Negativity		What If?	
Defeating Drama		Next Generation 9-1-1 v3		What Makes a Good Employee?	
Difficult Callers		NIMS		When Disasters Strike	
Domestic Terrorism & Hate Groups		Non-English Speaking Callers		Working Effectively with Others	
Domestic Violence		Personal Development		You Can Quote Me (No quiz/No credit)	
Domestic Violence, Sex Assault		Planes, Trains & Automobiles		Your Physical Health	

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