

NAME:  
 LAST 4 SS#:  
 DEPARTMENT:

New River Criminal Justice Academy ON LINE DISPATCHER SESSION 2: April 1- June 15, 2018  
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 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		<b>Domestic Violence, Sex Assault</b>		PTSD: How to Cope	
Abandoned 911 Calls		Don't Take it Personally		PTSD in Veterans	
Active Listening		Elder Abuse 2013		Pursuits & Officer Involved	
<b>Active Shooter</b>		Empathy		Pursuits, Robberies & Bomb Threats	
Adapting to Change		Ethics-How To Be a More Productive		Radio Etiquette	
Airplane Crashes		Excited Delirium		Rape & Domestic Violence	
All Those Calls We Love		Fire Communications		Responder Safety 2013 v2	
Alphabet Soup		Fire Dispatch 101		Self Confident	
Alzheimer's & Autism Spectrum Disorder		Gang Overview		Sex Crimes	
Are You Prepared For Disaster?		Hazmat		Shots Fired, Officer Down	
Arson & Working The Fire		Health & Fitness		Sovereign Citizens & Terrorism Update	
Attacks on Police		<b>Hostage &amp; Barricaded Persons</b>		Stimulating The Jaded Dispatcher	
Attitude & The Team		Hostage Negotiation		Stress	
Basic Radio Communications		Human Trafficking		Stress Management	
Boat Accidents and Geography		Interoperability		Structure Fires	
Bullying		Interpersonal Communications		Suicide Intervention v3	
Burnout v2		Juvenile Crime		Swatting	
Call Handling Skills		Large Scale Incidents		TTY/TTD Communicating	
Call Taking 101 v3		Lead, Follow, or Get Out of the Way		<b>Team Building</b>	
Calming & Other Basics		Leadership: Being the Best		Teamwork	
Challenging Callers		Liability Update		Telecommunicator Liability	
Child Callers		Media Relations		Terrorism and Gang Update	
Child, Intoxicated Callers and Bomb Threats		Mental Health Callers		The Future of Communications	
Communicating In Communications		Meth Labs & Designer Drugs		The Mentally Ill	
Complacency		Millennials		The Power of Positivity	
Compassion Fatigue		Missing Children and Amber Alerts		Unusual Occurances	
Computer Crimes		Missing Persons		Us v Them	
Conflict Resolution		Morale v2		Vicarious Traumatization: Signs and Symptoms	
Controlling The Call		Multi-Tasking		Water Rescues/Wireless Phones	
Courtroom Procedures and Employee Rights		Multiple Casualty Incidents		Weather Emergencies	
Crisis Intervention		Negativity		What If?	
Critical Incident Stress		Next Generation 9-1-1 v3		What Makes a Good Employee?	
Customer Service v2 Update 2016		NIMS		When Disasters Strike	
Dealing with Elderly Callers		Non-English Speaking Callers		Working Effectively with Others	
Difficult Callers		Personal Development		You Can Quote Me (No quiz/No credit)	
Domestic Terrorism & Hate Groups		Planes, Trains & Automobiles		Your Physical Health	
Domestic Violence		Professionalism			