

NAME:
 LAST 4 SS#:
 DEPARTMENT:

New River Criminal Justice Academy ON LINE DISPATCHER SESSION 1: Jan. 1- Mar. 15, 2018
 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		Domestic Violenc		PTSD: How to Cope	
Abandoned 911 Calls		Don't Take it Personally		PTSD in Veterans	
Active Listening		Elder Abuse 2013		Pursuits & Officer Involved	
Active Shooter Update 2015		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		Hostage Negotiation		Stimulating The Jaded Dispatcher	
Attitude & The Team		Human Trafficking		Stress Management	
Basic Radio Communications		Interoperability		Structure Fires	
Boat Accidents and Geography		Interpersonal Communications		Suicide Intervention v2	
Bullying		Juvenile Crime		Swatting	
Burnout v2		Large Scale Incidents		TTY/TTD Communicating	
Call Handling Skills		Lead, Follow, or Get Out of the Way		Team Building	
Call Taking 101 v3		Leadership: Being the Best		Teamwork	
Calming & Other Basics		Liability Update		Telecommunicator Liability	
Challenging Callers		Media Relations		Terrorism and Gang Update	
Child Callers		Mental Health Callers		The Future of Communications	
Child, Intoxicated Callers and Bomb Threats		Meth Labs & Designer Drugs		The Mentally Ill	
Communicating In Communications		Millennials		The Power of Positivity	
Complacency		Missing Children and Amber Alerts		Unusual Occurances	
Compassion Fatigue		Missing Persons		Us v Them	
Computer Crimes		Morale v2		Vicarious Traumatization: Signs and Symptoms	
Conflict Resolution		Multi-Tasking		Water Rescues/Wireless Phones	
Controlling The Call		Multiple Casualty Incidents		Weather Emergencies	
Courtroom Procedures and Employee Rights		Negativity		What If?	
Crisis Intervention		Next Generation 9-1-1 v3		What Makes a Good Employee?	
Critical Incident Stress		NIMS		When Disasters Strike	
Customer Service v2 Update 2016		Non-English Speaking Callers		Working Effectively with Others	
Dealing with Elderly Callers		Personal Development		You Can Quote Me (No quiz/No credit)	
Difficult Callers		Planes, Trains & Automobiles		Your Physical Health	
Domestic Terrorism & Hate Groups		Professionalism			