

NAME:  
 LAST 4 SS#:  
 DEPARTMENT:

New River Criminal Justice Academy ON LINE  
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2019 DISPATCHER SESSION 1: Jan. 1- Mar. 15  
 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		PTSD: How to Cope	
Abandoned 911 Calls		Elder Abuse 2013		PTSD in Veterans	
Active Listening		Empathy		Pursuits & Officer Involved	
Active Shooter		Ethics-How To Be a More Productive		Pursuits, Robberies & Bomb Threats	
Adapting to Change		Excited Delirium		Radio Etiquette	
Airplane Crashes		Fire Communications		Rape & Domestic Violence	
All Those Calls We Love		Fire Dispatch 101		Responder Safety 2013 v2	
Alphabet Soup		Gang Overview		Self Confident	
Alzheimer's & Autism Spectrum Disorder		Hazmat & Out of Control Fires		Self Evaluation	
Are You Prepared For Disaster?		Health & Fitness		Sex Crimes	
Arson & The Working Fire		Hostage & Barricaded Persons		Shots Fired, Officer Down	
Attacks on Police		Hostage Negotiation		Sovereign Citizens & Terrorism Update	
Attitude		Human Trafficking		Stimulating The Jaded Dispatcher	
Basic Radio Communications		Interoperability		Stress	
Boat Accidents and Geography		Interpersonal Communications		Stress Management	
Bullying		Juvenile Crime		Structure Fires	
Burnout v2		Large Scale Incidents		<b>Suicide by Cop &amp; Police Officer Suicide</b>	
Call Handling Skills		Lead, Follow, or Get Out of the Way		Suicide Intervention v3	
Call Taking 101 v3		Leadership: Being the Best		Swatting	
Calming & Other Basics		Liability Update		TTY/TTD Communicating	
Challenging Callers		Low Frequency High-Risk Calls		Team Building	
Child Callers		<b>Major Disasters</b>		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	
<b>Customer Service (New)</b>		Negativity		Weather Emergencies	
Dealing with Elderly Callers		Next Generation 9-1-1 v3		What If?	
Defeating Drama		NIMS		What Makes a Good Employee?	
Difficult Callers		Non-English Speaking Callers		When Disasters Strike	
Domestic Terrorism & Hate Groups		Personal Development		Working Effectively with Others	
Domestic Violence		Planes, Trains & Automobiles		You Can Quote Me (No quiz/No credit)	
Domestic Violence, Sex Assault		Professionalism		Your Physical Health	

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