

NAME:  
 LAST 4 SS#:  
 DEPARTMENT:

Central Va. Criminal Justice Academy ON LINE 2019 DISPATCHER SESSION 3: July 1- Sept. 15  
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 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		Planes, Trains & Automobiles	
Abandoned 911 Calls		Elder Abuse 2013		Professionalism	
Active Listening		Empathy		PTSD: How to Cope	
Active Shooter		Enhanced Location		PTSD in Veterans	
Adapting to Change		Ethics-How To Be a More Productive		Pursuits & Officer Involved	
Airplane Crashes		Excited Delirium		Pursuits, Robberies & Bomb Threats	
All Those Calls We Love		Fire Communications		Radio Etiquette	
Alphabet Soup		Fire Dispatch 101		Rape & Domestic Violence	
Alzheimer's & Autism Spectrum Disorder		Gang Overview		Responder Safety 2013 v2	
Are You Prepared For Disaster?		Hazmat & Out of Control Fires		Self Confident	
Arson & The Working Fire		Health & Fitness		Self Evaluation	
Attacks on Police		Hostage & Barricaded Persons		Sex Crimes	
Attitude		Hostage Negotiation		Shots Fired, Officer Down	
Basic Radio Communications		Human Trafficking		Sovereign Citizens & Terrorism Update	
Boat Accidents and Geography		Interoperability		Stimulating The Jaded Dispatcher	
Bullying		Interpersonal Communications		Stress	
Burnout v2		Juvenile Crime		Stress Management	
Call Handling Skills		Large Scale Incidents		Structure Fires	
Call Taking 101 v3		Lead, Follow, or Get Out of the Way		Suicide by Cop & Police Officer Suicide	
Callers with Disabilities		Leadership: Being the Best		Suicide Intervention v3	
Calming & Other Basics		<b>Lessons from the Front</b>		Swatting	
Challenging Callers		Liability Update		TTY/TTD Communicating	
Child, Intoxicated Callers and Bomb Threats		Low Frequency High-Risk Calls		Team Building	
Communicating In Communications		Major Disasters		Teamwork	
Complacency		Media Relations		Telecommunicator Liability	
Compassion Fatigue		Mental Health Callers		Terrorism and Gang Update	
Computer Crimes		Mental Health in 9-1-1		The Future of Communications	
Conflict Resolution		Meth Labs & Designer Drugs		The Mentally Ill	
Controlling The Call		Millennials		The Power of Positivity	
Courtroom Procedures and Employee Rights		Missing Children and Amber Alerts		Understaffed, Underpaid, Underappreciated	
Crisis Intervention		Missing Persons		Unusual Occurances	
Critical Incident Stress		Morale v2		Us v Them	
Customer Service		Multi-Tasking		Vicarious Traumatization: Signs and Symptoms	
<b>De-Escalation Techniques</b>		Multiple Casualty Incidents		Water Rescues/Wireless Phones	
Dealing with Elderly Callers		Mutual Aid/Mayday/Submerged Vehicles		Weather Emergencies	
Defeating Drama		Negativity		What If?	
<b>Difficult Callers and Child Callers</b>		Next Generation 9-1-1 v3		What Makes a Good Employee?	
Domestic Terrorism & Hate Groups		NIMS		When Disasters Strike	
Domestic Violence		Non-English Speaking Callers		Working Effectively with Others	
Domestic Violence, Sex Assault		Personal Development		You Can Quote Me (No quiz/No credit)	
				Your Physical Health	