

NAME:  
 LAST 4 SS#:  
 DEPARTMENT:

New River Criminal Justice Academy ON LINE  
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2020 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		Elder Abuse 2013		Professionalism	
Abandoned 911 Calls		Empathy		PTSD: How to Cope	
Active Listening		Enhanced Location		PTSD in Veterans	
Active Shooter		Ethics-How To Be a More Productive		Pursuits & Officer Involved	
Adapting to Change		Excited Delirium		Pursuits, Robberies & Bomb Threats	
<b>Airplane Crashes &amp; RR Incidents</b>		Fire Communications		Radio Etiquette	
All Those Calls We Love		Fire Dispatch 101		Rape & Domestic Violence	
Alphabet Soup		Gang Overview		Responder Safety 2013 v2	
Alzheimer's & Autism Spectrum Disorder		Hazardous Materials		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		Social Media: Friend or Foe in Communications	
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		Lessons from the Front		Swatting	
Challenging Callers		<b>Liability</b>		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		<b>The Wonderful Job We Do</b>	
Crisis Intervention		Missing Persons		Understaffed, Underpaid, Underappreciated	
Critical Incident Stress		Morale v2		Unusual Occurances	
Customer Service		Multi-Tasking		Us v Them	
De-Escalation Techniques		Multiple Casualty Incidents		Vicarious Traumatization: Signs and Symptoms	
Dealing with Elderly Callers		Mutual Aid/Mayday/Submerged Vehicles		Water Rescues/Wireless Phones	
Defeating Drama		Negativity		Weather Emergencies	
Difficult Callers and Child Callers		Next Generation 9-1-1 v3		What If?	
Domestic Terrorism & Hate Groups		NIMS		What Makes a Good Employee?	
Domestic Violence		Non-English Speaking Callers		When Disasters Strike	
Domestic Violence, Sex Assault		Officer-Involved Shootings		Working Effectively with Others	
Don't Take it Personally		Personal Development		You Can Quote Me (No quiz/No credit)	
		Planes, Trains & Automobiles		Your Physical Health	