

NAME:  
 LAST 4 SS#:  
 DEPARTMENT:

NRCJTA partnering with CVCJA  
 tperry@nrcjta.org

2021 DISPATCHER SESSION 3: July 1- September 15  
 TRAINING OFFICER'S EMAIL ADDRESS

DISPATCHER COURSES	"X"	DISPATCHER COURSES	"X"	DISPATCHER COURSES	"X"
9-1-1, More than a Job		Enhanced Location		Professionalism	
Abandoned 911 Calls		Ethics-How To Be a More Productive		PTSD in Veterans	
Active Listening		Excited Delirium		PTSD: How to Cope	
Active Assailant		Fire Communications		Pursuits & Officer Involved	
Adapting to Change		Fire Dispatch 101		Pursuits, Robberies & Bomb Threats	
Airplane Crashes & RR Incidents		Gang Overview		Radio Etiquette	
All Those Calls We Love		Hazardous Materials		Respect	
Alzheimer's & Autism Spectrum Disorder		Hazmat & Out of Control Fires		Responder Safety	
Are You Prepared For Disaster?		Health & Fitness		Self Confident	
Arson & The Working Fire		Hostage & Barricaded Persons		Self Evaluation	
Attacks on Police		Hostage Negotiation		Self Motivation & Accountability	
Attitude		<b>How To Bounce Back After A Critical Incident</b>		Sex Crimes	
Basic Radio Communications		Human Trafficking		Shots Fired, Officer Down	
Boat Accidents and Geography		If They are the Problem, Why do I have to Change?		Social Media: Friend or Foe in Communications	
Bullying		Interagency Relationships		Sovereign Citizens & Terrorism Update	
Burnout		Interoperability		Stimulating The Jaded Dispatcher	
Call Handling Skills		Interpersonal Communications		Stress, Critical Incident Stress Mgmt & Burnout	
Call Taking 101		Large Scale Incidents		Stress Management	
Callers with Disabilities		Lead, Follow, or Get Out of the Way		Structure Fires	
Calming & Other Basics		Leadership and Ethics		Suicide by Cop & Police Officer Suicide	
Challenging Callers		Leadership: Being the Best		Suicide Intervention-Revised 2021	
Child, Intoxicated Callers and Bomb Threats		Lessons from the Front		Swatting-Revised 2021	
Communicating In Communications		Liability		TTY/TTD Communicating	
Complacency		Low Frequency High-Risk Calls		Team Building	
Compassion Fatigue		Major Disasters		Teamwork	
Computer Crimes		Management is NOT the Problem		Telecommunicator Liability	
Conflict Resolution		Media Relations		Terrorism and Gang Update	
Controlling The Call		Mental Health in 9-1-1		The Future of Communications	
Courtroom Procedures and Employee Rights		Meth Labs & Designer Drugs		The Power of Positivity	
Crisis Intervention		Millennials		<b>The Telecommunicator's Role in First Responder Safety</b>	
Critical Thinking		Missing Children and Amber Alerts		This Wonderful Job We Do	
Customer Service		Missing Persons		Understaffed, Underpaid, Underappreciated	
De-Escalation Techniques		Morale v2		Understanding & Handling Mentally Ill Callers	
Dealing with Elderly Callers		Multi-Tasking		Unusual Occurances	
Defeating Drama		Multiple Casualty Incidents		Us v Them	
Difficult Callers and Child Callers		Mutual Aid/Mayday/Submerged Vehicles		Vicarious Traumatization: Signs and Symptoms	
Domestic Terrorism & Hate Groups		Negativity		Water Rescues/Wireless Phones	
<b>Domestic Violence-New For 2021</b>		Next Generation 9-1-1 v3		Weather Emergencies	
Domestic Violence, Sex Assault		NIMS		What If?	
Don't Take it Personally		Non-English Speaking Callers		What Makes a Good Employee?	
Elder Abuse		Officer-Involved Shootings		When Disasters Strike	
Empathy		Personal Development		Workplace Diversity	
		Planes, Trains & Automobiles		You Can Quote Me (No quiz/No credit)	
				Your Physical Health	