

NAME:
 LAST 4 SS#:
 DEPARTMENT:

NRCJTA partnering with CVCJTA
 ON-LINE TRAINING
 FAX: 540-674-5849
 Email:tperry@nrcjta.org

2021 DISPATCHER SESSION 4: October 1- December 15
 TRAINING OFFICER'S EMAIL ADDRESS

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