

NAME:  
 LAST 4 SS#:  
 DEPARTMENT:

**NRCJTA partnering with CVCJA**  
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2022 DISPATCHER SESSION 4: January 1- March 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		<b>High Risk Incidents</b>		Sex Crimes	
Alzheimer's & Autism Spectrum Disorder		Hostage & Barricaded Persons		Shots Fired, Officer Down	
Are You Prepared For Disaster?		Hostage Negotiation		Social Media: Friend or Foe in Communications	
Arson & The Working Fire		How To Bounce Back After A Critical Incident		Sovereign Citizens & Terrorism Update	
Attacks on Police		Human Trafficking		Stimulating The Jaded Dispatcher	
Attitude		If They are the Problem, Why do I have to Change?		Stress, Critical Incident Stress Mgmt & Burnout	
Basic Radio Communications		Interagency Relationships		Stress Management	
Boat Accidents and Geography		Interoperability		Structure Fires	
Bullying		Interpersonal Communications		Suicide by Cop & Police Officer Suicide	
Burnout		Large Scale Incidents		Suicide Intervention-Revised 2021	
Call Handling Skills		Lead, Follow, or Get Out of the Way		Swatting-Revised 2021	
Call Taking 101		Leadership and Ethics		TTY/TTD Communicating	
Callers with Disabilities		Leadership: Being the Best		Team Building	
Calming & Other Basics		Lessons from the Front		Teamwork	
Challenging Callers		Liability		Telecommunicator Liability	
Child, Intoxicated Callers and Bomb Threats		Low Frequency High-Risk Calls		Terrorism and Gang Update	
Communicating In Communications		Major Disasters		The Future of Communications	
Complacency		Management is NOT the Problem		The Power of Positivity	
Compassion Fatigue		Media Relations		The Telecommunicator's Role in First Responder Safety	
Computer Crimes		Mental Health in 9-1-1		This Wonderful Job We Do	
Conflict Resolution		Meth Labs & Designer Drugs		Understaffed, Underpaid, Underappreciated	
Controlling The Call		Millennials		Understanding & Handling Mentally Ill Callers	
Courtroom Procedures and Employee Rights		Missing Adults: Alzheimer's Disease & Dementia Patients		Unusual Occurances	
Crisis Intervention		Missing Children and Amber Alerts		Us v Them	
Critical Thinking		Missing Persons		Vicarious Traumatization: Signs and Symptoms	
Customer Service		Morale v2		Water Emergencies	
De-Escalation		Multi-Tasking		Water Rescues/Wireless Phones	
De-Escalation Techniques		Multiple Casualty Incidents		Weather Emergencies	
Dealing with Elderly Callers		Mutual Aid/Mayday/Submerged Vehicles		What If?	
<b>Defeating Drama &amp; Negativity</b>		Negativity		What Makes a Good Employee?	
Difficult Callers and Child Callers		Next Generation 9-1-1 v3		When Disasters Strike	
Domestic Terrorism & Hate Groups		NIMS		Workplace Diversity	
Domestic Violence-New For 2021		Non-English Speaking Callers		You Can Quote Me (No quiz/No credit)	
Domestic Violence, Sex Assault		Officer-Involved Shootings		Your Physical Health	
Don't Take it Personally		Personal Development			
Elder Abuse		Planes, Trains & Automobiles			
<b>Emergencies in the Communications Center</b>		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			