

NAME:
 LAST 4 SS#:
 DEPARTMENT:

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2023 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		Ethics-How To Be a More Productive		Public Mental Health	
Abandoned 911 Calls		Excited Delirium		Pursuits, Robberies & Bomb Threats	
Active Listening		Fire Communications		Pursuits, Robberies & Officer Involved	
Active Shooter		Fire Dispatch 101		Radio Etiquette	
Adapting to Change		Gang Overview		Respect	
Airplane Crashes & RR Incidents		Hazardous Materials		Responder Safety	
All Those Calls We Love		Hazmat & Out of Control Fires		Self Confident	
Alzheimer's & Autism Spectrum Disorder		Health & Fitness		Self Evaluation	
AMBER Alerts-New For 2022		High Risk Incidents		Self Motivation & Accountability	
Are You Prepared For Disaster?		Hostage & Barricaded Persons		Sex Crimes	
Arson & The Working Fire		Hostage Negotiation		Shots Fired, Officer Down	
Attacks on Police		How To Bounce Back After A Critical Incident		Social Media: Friend or Foe in Communications	
Attitude		Human Trafficking-Updated & New For 2022		Sovereign Citizens & Terrorism Update	
Autism & 911-New for 2022		If They are the Problem, Why do I have to Change?		Stimulating The Jaded Dispatcher	
Basic Training		Interagency Relationships		Stress, Critical Incident Stress Mgmt. & Burnout	
Boat Accidents and Geography		Interoperability		Stress Management	
Bullying		Interpersonal Communications		Structure Fires	
Burnout		Large Scale Incidents		Suicide by Cop & Police Officer Suicide	
Call Handling Skills		Lead, Follow, or Get Out of the Way		Suicide Intervention	
Call Taking 101		Leadership		Surviving Difficult Calls	
Callers with Disabilities		Leadership and Ethics		Swatting	
Calming & Other Basics		Leadership: Being the Best		TTY/TTD Communicating	
Challenging Callers		Lessons from the Front		Team Building	
Child, Intoxicated Callers and Bomb Threats		Liability		Teamwork	
Communicating In Communications		Low Frequency High-Risk Calls		Telecommunicator Liability	
Complacency		Major Disasters		Terrorism and Gang Update	
Compassion Fatigue		Management is NOT the Problem		The Future of Communications	
Computer Crimes		Media Relations		The Power of Positivity	
Controlling The Call		Mental Health in 9-1-1		The Telecommunicator's Role in First Responder Safety	
Courtroom Procedures and Employee Rights		Meth Labs & Designer Drugs		This Wonderful Job We Do	
Crisis Intervention		Millennials		Understaffed, Underpaid, Underappreciated	
Critical Thinking		Missing Adults: Alzheimer's Disease & Dementia Patients		Understanding & Handling Mentally Ill Callers	
Customer Service		Missing Children and Amber Alerts		Unusual Occurrences	
De-Escalation		Missing Persons		Us v Them	
De-Escalation Techniques		Morale v2		Vicarious Traumatization: Signs and Symptoms	
Dealing with Elderly Callers		Multi-Tasking		Water Emergencies	
Defeating Drama & Negativity		Multiple Casualty Incidents		Water Rescues/Wireless Phones	
Difficult Callers		Mutual Aid/Mayday/Submerged Vehicles		Weather Emergencies	
Difficult Callers and Child Callers		Negativity		Wellness	
Diversity in the Communications Center		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		Workplace Diversity	
Don't Take it Personally		Peer Support & Supporting Others-New For 2022		You Can Quote Me (No quiz/No credit)	
Elder Abuse		Personal Development		Your Physical Health	
Emergencies in the Communications Center		Planes, Trains & Automobiles			
Empathy		Professionalism			
Employee Conflict		PTSD in Veterans			
Enhanced Location		PTSD: How to Cope			