

**HRCJTA
TELECOMMUNICATORS
ONLINE TRAINING
ENROLLMENT FORM**

NAME:
LAST FOUR SS#:
DEPARTMENT:

**SESSION: APR 1- JUN 15, 2017
AUTHORIZED TRAINING
COORDINATOR EMAIL**

DISPATCHER	✓	DISPATCHER	✓	DISPATCHER	✓
911, More than a Job v2		Don't Take it Personally		Professionalism	
Abandoned 911 Calls		Elder Abuse 2013		PTSD: How to Cope	
Active Listening		Empathy		PTSD in Veterans	
Active Shooter Update 2015		Ethics-How To Be a More Productive		Pursuits & Officer Involved	
Adapting to Change		Excited Delirium		Pursuits, Robberies & Bomb Threats	
Airplane Crashes		Fire Dispatch 101		Radio Etiquette	
All Those Call We Love		Gang Overview		Rape & Domestic Violence	
Alphabet Soup		Hazmat		Responder Safety 2013 v2	
Are You Prepared For Disaster?		Health & Fitness		Self Confident	
Arson & Working The Fire		Hostage Negotiation		Sex Crimes	
Attitude & The Team		Human Trafficking		Shots Fired, Officer Down	
Basic Radio Communications		Interoperability		Sovereign Citizens & Terrorism Update	
Boat Accidents and Geography		Interpersonal Communications		Stimulating The Jaded Dispatcher	
Bullying		Juvenile Crime		Stress Management	
Burnout 2015 v2		Large Scale Incidents		Structure Fires	
Call Handling Skills		Lead, Follow, or Get Out of the Way		Suicide Intervention v2	
Call Taking 101 v3		Leadership: Being the Best		Swatting	
Calming & Other Basics		Liability Update		TTY/TTD Communicating	
Challenging Callers		Media Relations		Team Building	
Child Callers		Mental Health Callers		Teamwork	
Child, Intoxicated Callers and Bomb Threats		Meth Labs & Designer Drugs		Telecommunicator Liability	
Communicating In Communications		Millennials		Terrorism and Gang Update	
Complacency		Missing Children and Amber Alerts		The Future of Communications	
Compassion Fatigue		Missing Persons		The Mentally ill	
Computer Crimes		Morale		Unusual Occurances	
Conflict Resolution		Multi-Tasking		Us v Them	
Controlling The Call		Multiple Casualty Incidents		Vicarious Traumatization: Signs & Symptoms	
Courtroom Procedures and Employee Rights		Negativity		Water Rescues/Wireless Phones	
Crisis Intervention		Next Generation 9-1-1 v3		Weather Emergencies	
Critical Incident Stress		NIMS		What If?	
Customer Service v2 Update 2016		Non-English Speaking Callers		What Makes a Good Eomployee?	
Dealing with Elderly Callers		Personal Development		When Disasters Strike	
Domestic Terrorism & Hate Groups		Planes, Trains & Automobiles		Working Effectively with Others	
Domestic Violence New 2014				You Can Quote Me	
				Your Physical Health	