

**HRCJTA
TELECOMMUNICATORS
ONLINE TRAINING
ENROLLMENT FORM**

NAME:
LAST FOUR SS#:
DEPARTMENT:

**SESSION: JAN 1- MAR 15, 2018
AUTHORIZED TRAINING
COORDINATOR EMAIL**

DISPATCHER	✓	DISPATCHER	✓	DISPATCHER	✓
911, More than a Job v2		Domestic Violence, Sex Assault		PTSD: How to Cope	
Abandoned 911 Calls		Don't Take it Personally		PTSD in Veterans	
Active Listening		Elder Abuse 2013		Pursuits & Officer Involved	
Active Shooter Update 2015		Empathy		Pursuits, Robberies & Bomb Threats	
Adapting to Change		Ethics-How To Be a More Productive		Radio Etiquette	
Airplane Crashes		Excited Delirium		Rape & Domestic Violence	
All Those Calls We Love		Fire Communications		Responder Safety 2013 v2	
Alphabet Soup		Fire Dispatch 101		Self Confident	
Alzheimer's & Autism Spectrum Disorder		Gang Overview		Sex Crimes	
Are You Prepared For Disaster?		Hazmat		Shots Fired, Officer Down	
Arson & Working The Fire		Health & Fitness		Sovereign Citizens & Terrorism Update	
Attacks on Police		Hostage Negotiation		Stimulating The Jaded Dispatcher	
Attitude & The Team		Human Trafficking		Stress	
Basic Radio Communications		Interoperability		Stress Management	
Boat Accidents and Geography		Interpersonal Communications		Structure Fires	
Bullying		Juvenile Crime		Suicide Intervention v3	
Burnout v2		Large Scale Incidents		Swatting	
Call Handling Skills		Lead, Follow, or Get Out of the Way		TTY/TTD Communicating	
Call Taking 101 v3		Leadership: Being the Best		Team Building	
Calming & Other Basics		Liability Update		Teamwork	
Challenging Callers		Media Relations		Telecommunicator Liability	
Child Callers		Mental Health Callers		Terrorism and Gang Update	
Child, Intoxicated Callers and Bomb Threats		Meth Labs & Designer Drugs		The Future of Communications	
Communicating In Communications		Millennials		The Mentally ill	
Complacency		Missing Children and Amber Alerts		The Power of Positivity	
Compassion Fatigue		Missing Persons		Unusual Occurances	
Computer Crimes		Morale v2		Us v Them	
Conflict Resolution		Multi-Tasking		Vicarious Traumatization: Signs & Symptoms	
Controlling The Call		Multiple Casualty Incidents		Water Rescues/Wireless Phones	
Courtroom Procedures and Employee Rights		Negativity		Weather Emergencies	
Crisis Intervention		Next Generation 9-1-1 v3		What If?	
Critical Incident Stress		NIMS		What Makes a Good Employee?	
Customer Service v2 Update 2016		Non-English Speaking Callers		When Disasters Strike	
Dealing with Elderly Callers		Personal Development		Working Effectively with Others	
Difficult Callers		Planes, Trains & Automobiles		You Can Quote Me (No quiz/No credit)	
Domestic Terrorism & Hate Groups		Professionalism		Your Physical Health	
Domestic Violence					