

**HRCJTA
TELECOMMUNICATORS
ONLINE TRAINING
ENROLLMENT FORM**

NAME:
LAST FOUR SS#:
DEPARTMENT:

**SESSION: OCT 1- DEC 15, 2017
AUTHORIZED TRAINING
COORDINATOR EMAIL**

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