

**HRCJTA
TELECOMMUNICATORS
ONLINE TRAINING
ENROLLMENT FORM**

NAME:
LAST FOUR SS#:
DEPARTMENT:

**SESSION: OCT 1- DEC 15, 2018
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		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 Calls We Love		Fire Dispatch 101		Responder Safety 2013 v2	
Alphabet Soup		Gang Overview		Self Confident	
Alzheimer's & Autism Spectrum Disorder		Hazmat & Out of Control Fires		Self Evaluation	
Are You Prepared For Disaster?		Health & Fitness		Sex Crimes	
Arson & Working The Fire		Hostage & Barricaded Persons		Shots Fired, Officer Down	
Attacks on Police		Hostage Negotiation		Sovereign Citizens & Terrorism Update	
Attitude		Human Trafficking		Stimulating The Jaded Dispatcher	
Basic Radio Communications		Interoperability		Stress	
Boat Accidents and Geography		Interpersonal Communications		Stress Management	
Bullying		Juvenile Crime		Structure Fires	
Burnout v2		Large Scale Incidents		Suicide Intervention v3	
Call Handling Skills		Lead, Follow, or Get Out of the Way		Swatting	
Call Taking 101 v3		Leadership: Being the Best		TTY/TTD Communicating	
Calming & Other Basics		Liability Update		Team Building	
Challenging Callers		Low Frequency High-Risk Calls		Teamwork	
Child Callers		Media Relations		Telecommunicator Liability	
Child, Intoxicated Callers and Bomb Threats		Mental Health Callers		Terrorism and Gang Update	
Communicating In Communications		Mental Health in 9-1-1		The Future of Communications	
Complacency		Meth Labs & Designer Drugs		The Mentally ill	
Compassion Fatigue		Millennials		The Power of Positivity	
Computer Crimes		Missing Children and Amber Alerts		Understaffed, Underpaid, Underappreciated	
Conflict Resolution		Missing Persons		Unusual Occurances	
Controlling The Call		Morale v2		Us v Them	
Courtroom Procedures and Employee Rights		Multi-Tasking		Vicarious Traumatization: Signs & Symptoms	
Crisis Intervention		Multiple Casualty Incidents		Water Rescues/Wireless Phones	
Critical Incident Stress		Negativity		Weather Emergencies	
Customer Service v2		Next Generation 9-1-1 v3		What If?	
Dealing with Elderly Callers		NIMS		What Makes a Good Eomployee?	
Defeating Drama		Non-English Speaking Callers		When Disasters Strike	
Difficult Callers		Personal Development		Working Effectively with Others	
Domestic Terrorism & Hate Groups		Planes, Trains & Automobiles		You Can Quote Me (No quiz/No credit)	
Domestic Violence		Professionalism		Your Physical Health	
Domestic Violence, Sex Assault					