

**HRCJTA
TELECOMMUNICATORS
ONLINE TRAINING ENROLLMENT
FORM**

NAME:
LAST FOUR SS#:
DEPARTMENT:

**SESSION: APR 1- JUN 15, 2021
AUTHORIZED TRAINING
COORDINATOR EMAIL**

DISPATCHER COURSES	<input checked="" type="checkbox"/>	DISPATCHER COURSES	<input checked="" type="checkbox"/>	DISPATCHER COURSES	<input checked="" type="checkbox"/>
911, More than a Job		Enhanced Location		Professionalism	
Abandoned 911 Calls		Ethics-How To Be a More Productive		PTSD in Veterans	
Active Listening		Excited Delirium		PTSD: How to Cope	
Active Assailant		Fire Communications		Pursuits & Officer Involved	
Adapting to Change		Fire Dispatch 101		Pursuits, Robberies & Bomb Threats	
Airplane Crashes & RR Incidents		Gang Overview		Radio Etiquette	
All Those Calls We Love		Hazardous Materials		Respect	
Alzheimer's & Autism Spectrum Disorder		Hazmat & Out of Control Fires		Responder Safety	
Are You Prepared For Disaster?		Health & Fitness		Self Confident	
Arson & Working The Fire		Hostage & Barricaded Persons		Self Evaluation	
Attacks on Police		Hostage Negotiation		Self Motivation & Accountability	
Attitude		Human Trafficking		Sex Crimes	
Basic Radio Communications		If They are the Problem, Why do I have to Change		Shots Fired, Officer Down	
Boat Accidents and Geography		Interagency Relationships		Social Media: Friend or Foe in Communications	
Bullying		Interoperability		Sovereign Citizens & Terrorism Update	
Burnout		Interpersonal Communications		Stimulating The Jaded Dispatcher	
Call Handling Skills		Large Scale Incidents		Stress, Critical Incident Stress Mgmt & Burnout	
Call Taking 101		Lead, Follow, or Get Out of the Way		Stress Management	
Callers with Disabilities		Leadership and Ethics		Structure Fires	
Calming & Other Basics		Leadership: Being the Best		Suicide by Cop & Police Officer Suicide	
Challenging Callers		Lessons from the Front		Suicide Intervention-Revised 2021	
Child, Intoxicated Callers and Bomb Threats		Liability		Swatting-Revised 2021	
Communicating In Communications		Low Frequency High-Risk Calls		TTY/TTD Communicating	
Complacency		Major Disasters		Team Building	
Compassion Fatigue		Management is NOT the Problem		Teamwork	
Computer Crimes		Media Relations		Telecommunicator Liability	
Conflict Resolution		Mental Health in 9-1-1		Terrorism and Gang Update	
Controlling The Call		Meth Labs & Designer Drugs		The Future of Communications	
Courtroom Procedures and Employee Rights		Millennials		The Power of Positivity	
Crisis Intervention		Missing Children and Amber Alerts		The Wonderful Job We Do	
Critical Thinking		Missing Persons		Understaffed, Underpaid, Underappreciated	
Customer Service		Morale v2		Understanding & Handling Mentally iLL Callers	
De-Escalation Techniques		Multi-Tasking		Unusual Occurances	
Dealing with Elderly Callers		Multiple Casualty Incidents		Us v Them	
Defeating Drama		Mutual Aid/Mayday/Submerged Vehicles		Vicarious Traumatization: Signs & Symptoms	
Difficult Callers and Child Callers		Negativity		Water Rescues/Wireless Phones	
Domestic Terrorism & Hate Groups		Next Generation 9-1-1 v3		Weather Emergencies	
Domestic Violence		NIMS		What If?	
Domestic Violence, Sex Assault		Non-English Speaking Callers		What Makes a Good Employee?	
Don't Take it Personally		Officer-Involved Shootings		When Disasters Strike	
Elder Abuse		Personal Development		Workplace Diversity	
Empathy		Planes, Trains & Automobiles		You Can Quote Me (No quiz/No credit)	
				Your Physical Health	