

**HRCJTA
TELECOMMUNICATORS
ONLINE TRAINING ENROLLMENT
FORM**

NAME:
LAST FOUR SS#:
DEPARTMENT:

**SESSION: OCT 1- DEC 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		Ethics-How To Be a More Productive		PTSD in Veterans	
Abandoned 911 Calls		Excited Delirium		PTSD: How to Cope	
Active Listening		Fire Communications		Pursuits & Officer Involved	
Active Assailant		Fire Dispatch 101		Pursuits, Robberies & Bomb Threats	
Adapting to Change		Gang Overview		Radio Etiquette	
Airplane Crashes & RR Incidents		Hazardous Materials		Respect	
All Those Calls We Love		Hazmat & Out of Control Fires		Responder Safety	
Alzheimer's & Autism Spectrum Disorder		Health & Fitness		Self Confident	
Are You Prepared For Disaster?		Hostage & Barricaded Persons		Self Evaluation	
Arson & Working The Fire		Hostage Negotiation		Self Motivation & Accountability	
Attacks on Police		How To Bounce Back After A Critical Incident		Sex Crimes	
Attitude		Human Trafficking		Shots Fired, Officer Down	
Basic Radio Communications		If They are the Problem, Why do I have to Change		Social Media: Friend or Foe in Communications	
Boat Accidents and Geography		Interagency Relationships		Sovereign Citizens & Terrorism Update	
Bullying		Interoperability		Stimulating The Jaded Dispatcher	
Burnout		Interpersonal Communications		Stress, Critical Incident Stress Mgmt & Burnout	
Call Handling Skills		Large Scale Incidents		Stress Management	
Call Taking 101		Lead, Follow, or Get Out of the Way		Structure Fires	
Callers with Disabilities		Leadership and Ethics		Suicide by Cop & Police Officer Suicide	
Calming & Other Basics		Leadership: Being the Best		Suicide Intervention-Revised 2021	
Challenging Callers		Lessons from the Front		Swatting-Revised 2021	
Child, Intoxicated Callers and Bomb Threats		Liability		TTY/TTD Communicating	
Communicating In Communications		Low Frequency High-Risk Calls		Team Building	
Complacency		Major Disasters		Teamwork	
Compassion Fatigue		Management is NOT the Problem		Telecommunicator Liability	
Computer Crimes		Media Relations		Terrorism and Gang Update	
Conflict Resolution		Mental Health in 9-1-1		The Future of Communications	
Controlling The Call		Meth Labs & Designer Drugs		The Power of Positivity	
Courtroom Procedures and Employee Rights		Millennials		The Telecommunicator's Role in First Responder Safety	
Crisis Intervention		Missing Adults: Alzheimer's Disease & Dementia Patients		The Wonderful Job We Do	
Critical Thinking		Missing Children and Amber Alerts		Understaffed, Underpaid, Underappreciated	
Customer Service		Missing Persons		Understanding & Handling Mentally iLL Callers	
De-Escalation		Morale v2		Unusual Occurances	
De-Escalation Techniques		Multi-Tasking		Us v Them	
Dealing with Elderly Callers		Multiple Casualty Incidents		Vicarious Traumatization: Signs & Symptoms	
Defeating Drama		Mutual Aid/Mayday/Submerged Vehicles		Water Emergencies	
Difficult Callers and Child Callers		Negativity		Water Rescues/Wireless Phones	
Domestic Terrorism & Hate Groups		Next Generation 9-1-1 v3		Weather Emergencies	
Domestic Violence-New For 2021		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)	
Enhanced Location		Professionalism		Your Physical Health	