

**HRCJTA
TELECOMMUNICATORS
ONLINE TRAINING ENROLLMENT
FORM**

NAME:
LAST FOUR SS#:
DEPARTMENT:

**SESSION: JUL 1- SEP 15, 2026
AUTHORIZED TRAINING
COORDINATOR EMAIL**

DISPATCHER COURSES	☒	DISPATCHER COURSES	☒	DISPATCHER COURSES	☒
911, More than a Job		Enhanced Location		PTSD in Veterans	
Abandoned 911 Calls		Ethics-How To Be a More Productive		PTSD/PTSI	
Active Listening		Extremist Organizations		Public Mental Health	
Active Assailant		Fire Communications		Pursuits, Robberies & Bomb Threats	
Adapting to Change		Gang Overview		Pursuits, Robberies & Officer Involved	
Agitated Chaotic Events (ACE)		Haz. Materials, Chem Spills, Elec Veh Incident		Radio Etiquette	
AI in 9-1-1		Hazmat & Out of Control Fires		Respect	
All Those Calls We Love		Health & Fitness		Responder (Officer) Safety	
Alzheimer's & Autism Spectrum Disorder		High Risk Incidents		Self Awareness	
Alzheimer's Dementia/Memory Loss		Hostage & Barricaded Persons		Self Confident	
AMBER Alerts		Hostage Negotiation		Self Motivation & Accountability	
Angry & Abusive Callers		How To Bounce Back After A Critical Incident		Sex Crimes	
Are You Prepared For Disaster?		Human Trafficking		Shots Fired, Officer Down	
Arson & Working The Fire		If They are the Problem, Why do I have to Change		Social Media: Friend or Foe in Communications	
Attacks on Police		Interagency Relationships		Sovereign Citizens & Terrorism Update	
Attitude		Interoperability		Stimulating The Jaded Dispatcher	
Autism & 911		Interpersonal Communications		Stress, Critical Incident Stress Mgmt & Burnout	
Basic Training		Large Scale Incidents		Structure Fires	
Bullying		Lead, Follow, or Get Out of the Way		Suicide by Cop & Police Officer Suicide	
Burglary & Robbery		Leadership and Ethics		Suicide Intervention	
Burnout		Leadership : Being the Best		Supporting Each Other	
Call Taking 101/Basic Radio/Difficult Callers		Lessons from the Front		Surviving Difficult Calls	
Callers in Crisis		Liability		Swatting	
Callers with Disabilities		Listening vs Hearing		Sympathy vs. Empathy	
Calming & Other Basics		Low Frequency High-Risk Calls		TTY/TTD Communicating	
Challenging Callers		Major Disasters		Team Building	
Child, Intoxicated Callers and Bomb Threats		Management is NOT the Problem		Telecommunicator Liability	
Complacency		Managing Difficult Conversations		Terrorism and Gang Update	
Compassion Fatigue		Media Relations		The Future of Communications	
Computer Crimes		Mental Health in 9-1-1		The Wonderful Job We Do	
Controlling The Call		Meth Labs & Designer Drugs		Understaffed, Underpaid, Underappreciated	
Courtroom Procedures and Employee Rights		Millennials		Understanding & Handling Mentally iLL Callers	
Critical Incidents		Missing Adults: Alzheimer's Disease & Dementia Patients		Understanding Psychosis & Schizophrenia	
Critical Thinking		Missing Persons		Unusual Occurrences	
Culture in the Communications Center		Morale v2		Us v Them	
Customer Service		Multi-Tasking		Vicarious Traumatization: Signs & Symptoms	
De-Escalation Techniques		Multiple Casualty Incidents		Water Emergencies	
Dealing with Difficult Co-Workers		Mutual Aid/Mayday/Submerged Vehicles		Water Rescues/Wireless Phones	
Dealing with Elderly Callers		Negativity		Weather Emergencies	
Defeating Drama & Negativity		Next Generation 9-1-1		Wellness	
Difficult Callers and Child Callers		NIMS		What Makes a Good Employee?	
Domestic Violence		Non-English Speaking Callers		When Disasters Strike	
Domestic Violence, Sex Assault		Officer-Involved Shootings		Work Life Balance	
Don't Take it Personally		Officer Safety		Workplace Diversity	
Effective Call Taking		Peer Support & Supporting Others		Workplace Ethics	
Elder Abuse		Personal Development		You Can Quote Me (No quiz/No credit)	
Emergencies in the Communications Center		Planes, Trains & Automobiles		Your Physical Health	
Emotional Intelligence		Positivity		Your Role in Employee Retention	
Employee Conflict		Professionalism in 9-1-1			