

**HRCJTA
TELECOMMUNICATORS
ONLINE TRAINING ENROLLMENT
FORM**

NAME:
LAST FOUR SS#:
DEPARTMENT:

**SESSION: OCT 1- DEC 1, 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	☐	Sleep Hygiene	☐
Attacks on Police	☐	Interagency Relationships	☐	Social Media: Friend or Foe in Communications	☐
Attitude	☐	Interoperability	☐	Sovereign Citizens & Terrorism Update	☐
Autism & 911	☐	Interpersonal Communications	☐	Stimulating The Jaded Dispatcher	☐
Basic Training	☐	Large Scale Incidents	☐	Stress, Critical Incident Stress Mgmt & Burnout	☐
Bullying	☐	Lead, Follow, or Get Out of the Way	☐	Structure Fires	☐
Burglary & Robbery	☐	Leadership and Ethics	☐	Suicide by Cop & Police Officer Suicide	☐
Burnout	☐	Leadership : Being the Best	☐	Suicide Intervention	☐
Call Taking 101/Basic Radio/Difficult Callers	☐	Lessons from the Front	☐	Supporting Each Other	☐
Callers in Crisis	☐	Liability	☐	Surviving Difficult Calls	☐
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 & Exploited Children	☐	Understanding Psychosis & Schizophrenia	☐
Critical Thinking	☐	Missing Adults: Alzheimer's Disease & Dementia Patients	☐	Unusual Occurrences	☐
Culture in the Communications Center	☐	Missing Persons	☐	Us v Them	☐
Customer Service	☐	Morale v2	☐	Vicarious Traumatization: Signs & Symptoms	☐
De-Escalation Techniques	☐	Multi-Tasking/Swatting/Pursuits	☐	Water Emergencies	☐
Dealing with Difficult Co-Workers	☐	Multiple Casualty Incidents	☐	Water Rescues/Wireless Phones	☐
Dealing with Elderly Callers	☐	Mutual Aid/Mayday/Submerged Vehicles	☐	Weather Emergencies	☐
Defeating Drama & Negativity	☐	Negativity	☐	Wellness	☐
Difficult Callers and Child Callers	☐	Next Generation 9-1-1	☐	What Makes a Good Employee?	☐
Domestic Violence	☐	NIMS	☐	When Disasters Strike	☐
Domestic Violence, Sex Assault	☐	Non-English Speaking Callers	☐	Work Life Balance	☐
Don't Take it Personally	☐	Officer-Involved Shootings	☐	Workplace Diversity	☐
Effective Call Taking	☐	Officer Safety	☐	Workplace Ethics	☐
Elder Abuse	☐	Peer Support & Supporting Others	☐	You Can Quote Me (No quiz/No credit)	☐
Emergencies in the Communications Center	☐	Personal Development	☐	Your Physical Health	☐
Emotional Intelligence	☐	Positivity	☐	Your Role in Employee Retention	☐
Employee Conflict	☐	Professionalism in 9-1-1	☐		