



VIRTUAL ACADEMY®

9-1-1

Because...You Deserve More

2024 / Q1

911 COURSE LISTING

Virtual Academy offers hundreds of hours of high quality, on-demand, online training courses taught by top national training experts. Listed here are some of the key courses that can enhance your 9-1-1 Communications training.

LEADERSHIP

- **9-1-1 Public Education**
Jodi Springer | 1 Hour
- **9-1-1 Training Blueprint**
Dominique Mathis | 1 Hour
- **Advanced Harassment and Discrimination Training**
Vicki Hatfield | 30 Mins
- **Blending Mission, Vision, and Values**
Tim Christol | 2 Hours
- **Building a Gold Star Recognition Program**
Leslie Whitham and Doug Showalter | 1 Hour
- **Career Development Programs for Employee Retention**
Tim Christol | 1 Hour
- **Counseling and Discipline for the Telecommunications Center**
Lisa Fulton | 1 Hour
- **Creating Effective Training Programs: A Discussion**
Rob McMullen and Kelly Sanders-Kelley | 1 Hour
- **Difficult Conversations**
Christine Massengale | 1 Hour
- **Ethical Leadership for Telecommunicators**
Alan A. Malinchak and Jennifer Schwendimann | 2 Hours

- **Hiring for Success**
Leslie Whitham and Doug Showalter | 1 Hour
- **HR Practices for the Telecommunications Center**
Lisa Fulton | 1 Hour
- **Introduction to Harassment and Discrimination**
Vicki Hatfield | 30 Mins
- **Leadership and Career Development Concepts**
Tim Christol | 1 Hour
- **Leading into the Future**
Doug Showalter | 1 Hour
- **Next Generation Leadership**
Dru Clarke | 1 Hour
- **Personnel Issues**
Lisa Fulton | 1 Hour
- **Policy Primer**
Leslie Whitham and Doug Showalter | 1 Hour
- **Servant Leadership in the PSAP**
Jared Pelham and Jimmy Hillis | 1 Hour
- **Supervision 101 for the Telecommunications Center**
Lisa Fulton | 1 Hour
- **Training for Success**
Doug Showalter | 1 Hour

- **The Power of Appreciation: Motivating Employees**
Doug Showalter | 1 Hour
- **Quality Assurance and Improvement in the PSAP**
Eric Perry | 1 Hour
- **Quality Assurance: Improving Quality in the Communication Center**
Jennifer Schwendimann | 1 Hour

WELLNESS & RESILIENCY

- **Building 9-1-1 Lifebridges to Suicide Callers: An Introduction**
Jim Marshall | 2 Hours
- **Fitness for First Responders: Yoga**
Olivia Kvitne Mead | 3 Hours
- **Foundations of Emergency Mental Health Dispatching - An Introduction**
Jim Marshall | 1 Hour
- **Survive and Thrive: Core Stress Resilience - A Primer**
Jim Marshall | 1 Hour
- **The Power of Peer Support - A Primer**
Jim Marshall | 1 Hour
- **Understanding Stress for the Telecommunicator**
Jamison Peevyhouse | 1 Hour

(continued on back)

- **Utilizing Peer Support to Improve PSAPs**

Dr. Michelle Lilly | 1 Hour

- **Wellness and Resiliency in 9-1-1**

Monica Million and
Jamison Peevyhouse | 2 Hours

FRONTLINE TELECOMMUNICATIONS

- **9-1-1 Cape Building**

Tracy Ertl | 1 Hour

- **Active Listening Skills**

JC Ferguson | 1 Hour

- **Active Threat Calls and the Fire Dispatcher**

Tracy Ertl | 1 Hour

- **AMBER and Silver Alerts for Telecommunicators**

Gus Paidousis and
Jennifer Schwendimann | 2 Hours

- **Applying Emotional Intelligence to Better Communication**

Carl Smith | 1 Hour

- **Autism Awareness for 9-1-1 Telecommunicators**

Jared Pelham | 1 Hour

- **Be Prepared**

Leslie Whitham | 1 Hour

- **Bloom's Taxonomy**

JC Ferguson | 1 Hour

- **Building Trust on Both Sides of the Console**

Halcyon Frank | 1 Hour

- **Call Classification for Telecommunicators**

Cherie Bartram | 1 Hour

- **Child Sexual Abuse (3 editions)**

Various trainers | 5th, 6th, and 2020
eds.—1 Hour ea.

- **De-escalation for Telecommunicators**

Gary T. Klugiewicz | 1 Hour

- **DISC Assessment: Building Connections**

Tracy Eldridge | 1 Hour

- **Dispatching Wildfires: Risks with Climate Change**

Tracy Ertl | 1 Hour

- **Diversity Intelligence in 9-1-1**

Carl Smith | 1 Hour

- **Effective Communication for Telecommunicators**

Tim Christol | 2 Hours

- **EMD: Back to Basics**

Tracy Eldridge | 1 Hour

- **Fire Dispatching for High-Rise Buildings**

Tracy Ertl | 1 Hour

- **Followership**

Erica May | 1 Hour

- **Headset Hot Topic: Impacting Change Through Storytelling**

Sara Weston and Ricardo Martinez
| 1 Hour

- **Human Trafficking for Telecommunications**

Cherie Bartram, ENP | 1 Hour

- **I Am Not A Babysitter**

Dominique Mathis | 1 Hour

- **Implementing Text to 9-1-1 in the PSAP**

Monica Million | 1 Hour

- **Interpersonal Communication**

Lisa Fulton and Scott Fulton | 1 Hour

- **Interpersonal Communication Strategies for PSAPs**

Tracy Ertl | 1 Hour

- **Modern Fire Dispatch**

Tracy Ertl | 2 Hours

- **NexGen 9-1-1 Basics**

Leah Missildine and Sara Weston
| 1 Hour

- **Professionalism and Ethics**

Dr. Fred Campbell | 1 Hour

- **Purpose Driven Performance**

Dru Clarke | 1 Hour

- **Responding to an Active Violence Event**

Scott Fulton | 1 Hour

- **Say This, Not That**

Dawn Shumway | 1 Hour

- **Telecommunicator CPR**

Jamison Peevyhouse and Jennifer
White | 3 Hours

- **Telecommunicator CPR Refresher**

Jamison Peevyhouse and Jennifer
White | 2 Hours

- **Understanding People with Autism for 9-1-1**

Dr. Stephanie Zoltowski | 2 Hours

- **Understanding the Mission**

Leslie Whitham | 1 Hour

- **Video to 9-1-1**

Sondra Wesley | 1 Hour

- **Who Moved My Headset?**

Doug Showalter | 1 Hour



Visit our website for course descriptions,
and trainer biographies.

Contact Us! 844.381.2134