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2018 3rd Quarter Course List

Abuse Prevention

[Recognition of Child Abuse and Neglect\(NEW\)](#) [Responding to People With Mental Illness\(NEW\)](#)

Customer Service

[Handling Difficult Customers for Local Government\(NEW\)](#)

Emotional and Psychological Disorders

[Interacting with the Mentally Ill as a First Responder \(NEW\)](#) [Missing Persons With Alzheimer's Disease \(NEW\)](#)

Equipment Training

[Commercial Lawn Mower Safety](#) [Trenching and Excavation Safety\(NEW\)](#)
[Dump Truck Safety](#)

Health and Wellness

[Understanding Anxiety Disorders](#) [Understanding Behavior, Burnout, and Depression 102](#)
[Understanding Behavior, Burnout and Depression 101](#)

Human Resources

[Sexual Harassment in the Workplace \(NEW\)](#) [Volunteers Working with Children and Adolescents \(NEW\)](#)
[Understanding the Family and Medical Leave Act](#)

Information Technology

[The Risks of Social Media \(NEW\)](#)

Law Enforcement

[Active Shooter: Phases and Prevention \(NEW\)](#) [Off-Duty Conduct and Powers of Arrest](#)
[Dispatcher: Liability and Legal Issues\(NEW\)](#) [Presenting Effective Testimony in a Courtroom](#)
[Distracted Driving For Law Enforcement\(NEW\)](#) [Mass Fatality Incident Response](#)
[Excited Delirium\(NEW\)](#) [School Emergencies and Law Enforcement\(NEW\)](#)

Management

[Drug and Alcohol Awareness](#) [Providing Effective Orientations](#)
[Meeting Management\(NEW\)](#)

Productivity

[Developing Effective Communication Skills](#) [Leadership v. Management\(NEW\)](#)

Safety & Environment

[Back Injury Prevention\(NEW\)](#) [Equipment Safety](#)
[Dealing with Heat Stress](#) [Lawn Care Equipment Safety\(NEW\)](#)
[Designing and Maintaining Safe Playgrounds](#) [Preventing Slips, Trips & Falls\(NEW\)](#)
[Emergency Preparation and Egress](#)

School & Education

[Youth Sports Injuries \(NEW\)](#)

Transit Operations

[Bus Operations: Operator Training](#)