



2024 TRAINING COURSE SCHEDULE

MANAGEMENT/LEADERSHIP

Building for Excellence, 4th Edition: Management & Leadership Tools for 9-1-1 Professionals, - 6 Week Course - \$455.00

January 8, 2024 – February 18, 2024
February 5, 2024 – March 17, 2024
March 11, 2024 – April 21, 2024
April 15, 2024 – May 26, 2024
May 6, 2024 – June 16, 2024
June 3, 2024 – July 14, 2024
August 5, 2024 – September 15, 2024
September 9, 2024 – October 20, 2024
October 7, 2024 – November 17, 2024
November 4, 2024 – December 15, 2024

Hiring Right for 9-1-1, 3rd Edition – 4 Week Course - \$445.00

January 8, 2024 – February 4, 2024
February 5, 2024 – March 3, 2024
March 4, 2024 – March 31, 2024
April 1, 2024 – April 28, 2024
May 6, 2024 – June 2, 2024
June 3, 2024 – June 30, 2024
September 2, 2024 – September 29, 2024
October 7, 2024 – November 3, 2024
November 4, 2024 – December 1, 2024

TRAINING

Communications Training Officer, 4th Edition - 6 Week Course - \$455.00

January 8, 2024 – February 18, 2024
February 5, 2024 – March 17, 2024
March 11, 2024 – April 21, 2024
April 15, 2024 – May 26, 2024
May 6, 2024 – June 16, 2024
June 3, 2024 – July 14, 2024
August 5, 2024 – September 15, 2024
September 9, 2024 – October 20, 2024
October 7, 2024 – November 17, 2024
November 4, 2024 – December 15, 2024



2024 TRAINING COURSE SCHEDULE

STRESS/HEALTH & WELLNESS

Empowering You! Conquering Shift Work, Stress & Negativity - 3 Week Course - \$255.00

September 9, 2024 – September 29, 2024

October 7, 2024 – October 27, 2024

November 4, 2024 – November 24, 2024

Stress: It's All in Your Head – 3 Week Course - \$255.00

January 29, 2024 – February 18, 2024

March 25, 2024 – April 14, 2024

May 13, 2024 – June 2, 2024

July 22, 2024 – August 11, 2024

September 16, 2024 – October 6, 2024

November 18, 2024 – December 8, 2024

CALL-TAKING/DISPATCHING

Active Assailant, 6th Edition – 3 Week Course - \$255.00

February 19, 2024 – March 10, 2024

April 15, 2024 – May 5, 2024

June 3, 2024 – June 23, 2024

August 12, 2024 – September 1, 2024

September 30, 2024 – October 20, 2024

December 16, 2024 – January 5, 2024

Basic Telecommunicator Training, 3rd Edition – 4 Week Course - \$450.00

January 15, 2024 – February 11, 2024

March 11, 2024 – April 7, 2024

May 6, 2024 – June 2, 2024

June 24, 2024 – July 21, 2024

September 2, 2024 – September 29, 2024

October 28, 2024 – November 24, 2024



2024 TRAINING COURSE SCHEDULE

CALL-TAKING/DISPATCHING

Challenging Callers, 3rd Edition: Communicating with Children, the Elderly & the Mentally Impaired - 3 Week Course - \$255.00

January 8, 2024 – January 28, 2024

February 5, 2024 – February 25, 2024

March 4, 2024 – March 24, 2024

April 8, 2024 – April 28, 2024

May 6, 2024 – May 26, 2024

June 3, 2024 – June 23, 2024

July 1, 2024 – July 21, 2024

August 5, 2025 – August 25, 2025

September 2, 2024 – September 22, 2024

October 7, 2024 – October 27, 2024

November 4, 2024 – November 24, 2024

Communications Center Liability, 2nd Edition - 3 Week Course - \$255.00

February 5, 2024 – February 25, 2024

April 1, 2024 – April 21, 2024

May 20, 2024 – June 9, 2024

July 29, 2024 – August 18, 2024

September 23, 2024 – October 13, 2024

November 25, 2024 – December 15, 2024

Crimes in Progress, 2nd Edition - 3 Week Course - \$255.00

January 1, 2024 – January 21, 2024

March 4, 2024 – March 24, 2024

April 29, 2024 – May 19, 2024

June 17, 2024 – July 7, 2024

August 26, 2024 – September 15, 2024

October 21, 2024 – November 10, 2024

Cultural Diversity, 3rd Edition – Ripped from the Headlines– 3 Week Course - \$255.00

February 26, 2024 – March 17, 2024

April 22, 2024 – May 12, 2024

June 10, 2024 – June 30, 2024

August 19, 2024 – September 8, 2024

October 7, 2024 – October 27, 2024



2024 TRAINING COURSE SCHEDULE

CALL-TAKING/DISPATCHING

Customer Service – 3 Week Course - \$255.00

January 22, 2024 – February 11, 2024

March 18, 2024 – April 7, 2024

May 6, 2024 – May 26, 2024

July 8, 2024 – July 28, 2024

September 9, 2024 – September 29, 2024

November 11, 2024 – December 1, 2024

Domestic Violence, 2nd Edition – 3 Week Course - \$255.00

January 8, 2024 – January 28, 2024

March 25, 2024 – April 14, 2024

May 13, 2024 – June 2, 2024

June 24, 2024 – July 14, 2024

September 2, 2024 – September 22, 2024

November 4, 2024 – November 24, 2024

Suicide Intervention, 2nd Edition – 3 Week Course - \$255.00

February 12, 2024 – March 3, 2024

April 8, 2024 – April 28, 2024

May 27, 2024 – June 16, 2024

August 5, 2024 – August 25, 2024

September 30, 2024 – October 20, 2024