



2025 TRAINING COURSE SCHEDULE

MANAGEMENT/LEADERSHIP

Building for Excellence, 4th Edition: Management & Leadership Tools for 9-1-1 Professionals, - 6 Week Course - \$470.00

January 6, 2025 – February 16, 2025
February 3, 2025 – March 16, 2025
March 10, 2025 – April 20, 2025
April 14, 2025 – May 25, 2025
May 5, 2025 – June 15, 2025
June 2, 2025 – July 13, 2025
July 7, 2025 – August 17, 2025
August 4, 2025 – September 14, 2025
September 8, 2025 – October 19, 2025
October 6, 2025 – November 16, 2025
November 3, 2025 – December 14, 2025

Hiring Right for 9-1-1, 3rd Edition – 4 Week Course - \$450.00

January 6, 2025 – February 2, 2025
February 3, 2025 – March 2, 2025
March 3, 2025 – March 30, 2025
March 31, 2025 – April 27, 2025
May 5, 2025 – June 1, 2025
June 2, 2025 – June 29, 2025
August 4, 2025 – August 31, 2025
September 1, 2025 – September 28, 2025
October 6, 2025 – November 2, 2025
November 3, 2025 – November 30, 2025

TRAINING

Communications Training Officer, 4th Edition - 6 Week Course - \$470.00

January 6, 2025 – February 16, 2025
February 3, 2025 – March 16, 2025
March 10, 2025 – April 20, 2025
April 14, 2025 – May 25, 2025
May 5, 2025 – June 15, 2025
June 2, 2025 – July 13, 2025
July 7, 2025 – August 17, 2025
August 4, 2025 – September 14, 2025
September 8, 2025 – October 19, 2025
October 6, 2025 – November 16, 2025
November 3, 2025 – December 14, 2025



2025 TRAINING COURSE SCHEDULE

STRESS/HEALTH & WELLNESS

Empowering You! Conquering Shift Work, Stress & Negativity - 3 Week Course - \$270.00

January 6, 2025 – January 26, 2025
February 3, 2025 – February 23, 2025
March 3, 2025 – March 23, 2025
April 7, 2025 – April 27, 2025
May 5, 2025 – May 25, 2025
June 2, 2025 – June 22, 2025
June 30, 2025 – July 20, 2025
August 4, 2025 – August 24, 2025
September 1, 2025 – September 21, 2025
October 6, 2025 – October 26, 2025
November 3, 2025 – November 23, 2025
November 24, 2025 – December 14, 2025

Stress: It's All in Your Head – 3 Week Course - \$270.00

February 3, 2025 – February 23, 2025
March 31, 2025 – April 20, 2025
June 30, 2025 – July 20, 2025
September 1, 2025 – September 21, 2025
December 1, 2025 – December 21, 2025

CALL-TAKING/DISPATCHING

Active Assailant, 7th Edition – 3 Week Course - \$270.00

February 17, 2025 – March 9, 2025
April 14, 2025 – May 4, 2025
June 9, 2025 – June 29, 2025
August 11, 2025 – August 31, 2025
October 6, 2025 – October 26, 2025
December 1, 2025 – December 21, 2025

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

January 6, 2025 – February 2, 2025
March 3, 2025 – March 30, 2025
May 5, 2025 – June 1, 2025
September 8, 2025 – October 5, 2025
October 27, 2025 – November 23, 2025



2025 TRAINING COURSE SCHEDULE

CALL-TAKING/DISPATCHING

Challenging Callers, 3rd Edition: Communicating with Children, the Elderly & the Mentally Impaired - 3 Week Course - \$270.00

January 6, 2025 – January 26, 2025

February 3, 2025 – February 23, 2025

March 3, 2025 – March 23, 2025

April 7, 2025 – April 27, 2025

May 5, 2025 – May 25, 2025

June 2, 2025 – June 22, 2025

June 30, 2025 – July 20, 2025

August 4, 2025 – August 24, 2025

September 1, 2025 – September 21, 2025

October 6, 2025 – October 26, 2025

November 3, 2025 – November 23, 2025

November 24, 2025 – December 14, 2025

Communications Center Liability, 2nd Edition - 3 Week Course - \$270.00

January 20, 2025 – February 9, 2025

March 17, 2025 – April 6, 2025

May 19, 2025 – June 8, 2025

July 21, 2025 – August 10, 2025

September 15, 2025 – October 5, 2025

November 10, 2025 – November 30, 2025

Crimes in Progress, 2nd Edition - 3 Week Course - \$270.00

January 13, 2025 – February 2, 2025

March 10, 2025 – March 30, 2025

May 12, 2025 – June 1, 2025

September 8, 2025 – September 28, 2025

November 3, 2025 – November 23, 2025

Cultural Diversity, 3rd Edition – Ripped from the Headlines– 3 Week Course - \$270.00

March 3, 2025 – March 23, 2025

April 28, 2025 – May 18, 2025

August 25, 2025 – September 14, 2025

October 20, 2025 – November 9, 2025

December 8, 2025 – December 28, 2025



2025 TRAINING COURSE SCHEDULE

CALL-TAKING/DISPATCHING

Customer Service – 3 Week Course - \$270.00

February 24, 2025 – March 16, 2025

April 21, 2025 – May 11, 2025

June 16, 2025 – July 6, 2025

August 18, 2025 – September 7, 2025

October 13, 2025 – November 2, 2025

December 8, 2025 – December 28, 2025

Domestic Violence, 2nd Edition – 3 Week Course - \$270.00

January 27, 2025 – February 16, 2025

March 24, 2025 – April 13, 2025

May 26, 2025 – June 15, 2025

July 28, 2025 – August 17, 2025

September 22, 2025 – October 12, 2025

November 17, 2025 – December 7, 2025

Suicide Intervention, 2nd Edition – 3 Week Course - \$270.00

February 10, 2025 – March 2, 2025

April 7, 2025 – April 27, 2025

June 2, 2025 – June 22, 2025

August 4, 2025 – August 24, 2025

September 28, 2025 – October 16, 2025

November 24, 2025 – December 14, 2025