

The State 911 Department has compiled a listing of courses previously requested by PSAPs and authorized by the Department. All courses found on this list are considered to be approved and no further advance written authorization from the State 911 Department is required. This list is not intended to limit training opportunities but is merely provided as a resource to Grantees. Please note that this list is subject to change. As this list of training courses is compiled from requests received from Grantees for training courses, Grantees are encouraged to periodically visit www.Mass.Gov/E911 for an updated list. Please note this list is not intended to support or promote course providers, it is merely a compilation of courses requested by Grantees and reviewed and approved by the State 911 Department. Only Grantees and not vendors are permitted to submit courses for consideration of approval. Grantees are encouraged to seek other training opportunities and submit the sponsor of the course; vendor name; course curriculum, agenda, or syllabus; course location; and course cost to the State 911 Department for approval by e-mailing request to: 911DeptGrants@state.ma.us.

(Updated 10/10/2017)

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| 911 Anonymous Calls: The Legality of Police Action when the Caller | The Law Office of Attorney Patrick Rogers |
| 911 Call-Taker Legal Issues (1 Day Seminar) | Hanrahan Consulting |
| 911 Cultural Competency | Indigo Consulting, Compliance, and Training, LLC |
| 911 Customer Service (8 hours) | NENA |
| 911 - The Call Starts with You! | Municipal Police Institute |
| 911 - The Call Starts with You! (4 hrs online) | Municipal Police Institute |
| 911 Emergency Dispatch (2-Day Seminar) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatch Seminar | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatch: Legal Aspects and Coordination of an Arson Investigation: Polices & Procedures (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: 209A Issues (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: New for 2016 209A Issues: Major Changes Addressed (8 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Active Shooter (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Air Medical (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Air Medical (8 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Career Survival Resiliency Training for Dispatchers (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Communications Center Liability (8 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Constitutional Law (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Constitutional Law Issues for 2017 (8 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: CORI & Public Records (1 Day) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Court Testimony for Dispatchers (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Critical Incident | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Disclosing HIV & AIDS Info | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: HIPAA Issues | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: How Dispatchers Should Handle Bomb Threat Calls (4hrs) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: How to Avoid Dispatcher Fatigue (4 hrs) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |

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| 911 Emergency Dispatching: How to Handle Calls from Difficult People in Dispatch (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Improving Dispatcher Performance | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Intake of Cyber Crime Complaints for Dispatchers (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Liability Issues (1 Day) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Massachusetts Terrorism Act (8 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: MA Terrorism Act - Update 2010 and 2013 (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Mental Illness & Cognitive Impairment for Dispatchers (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Meth Awareness for Dispatchers | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Providing Customer Service in 2016 | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Providing Customer Service in 2017 (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: PTSD & the Call Handler (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Radio Discipline and Procedure for Dispatchers | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Sexual and Other Forms of Harassment in the Workplace for Dispatchers | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Seminar for Supervisors (8 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 9-1-1 Emergency Dispatching, Social Media and Police Communications (4hrs) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Talking to Individuals in Crisis Resulting from Domestic Incidents and Other & Managing Emotionally Disturbed People for Dispatchers (4 hrs) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Talking to Individuals in Crisis Resulting from Domestic Incidents and Others & Managing Emotionally Disturbed People for Dispatchers (1 Day) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Testifying (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Testifying In Court (8 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Tips and Tricks for the Dispatcher (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Understanding the Massachusetts Opioid Crisis for Dispatchers | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Verbal Judo for Telecommunication Professionals (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: What Public Safety Dispatchers MUST Know About Handling Potential Suicide Calls & Active Suicide Calls (4 hrs) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: What Public Safety Dispatchers MUST Know About Handling Potential Suicide Calls & Active Suicide Calls (8 hrs) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: What Public Safety Dispatchers Must Know About Calls Regarding Persons with Autism 2012 | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: What to know about Amber Alerts for Dispatchers (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Emergency Dispatching: Weapons (4 hours) | PowerPhone, Inc. / The Public Safety Group / Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |

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| 911 Emergency Dispatching Weapon Class Major Changes Addressed (New for 2016) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Liability | PowerPhone, Inc. / The Public Safety Group / Success Communications / Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| 911 Supervision | PowerPhone, Inc. |
| 911 Supervision Leading Teams in a Crisis | PowerPhone, Inc. |
| 911 Supervisor Training | PowerPhone, Inc. |
| 9-1-1 Center Supervisor | NENA |
| Active Violence Call Considerations for Dispatch | SRR Training |
| Active Shooter (3 weeks) | APCO / Profile Evaluations, Inc. (PEI) / SRR Training / The Public Safety Group |
| Active Shooter & Emergency Situations | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Active Shooting Incidents (8 hours) | PowerPhone, Inc. |
| Active Shooter Incidents for Public Safety Communications | APCO |
| Active Shooter Incidents for Telecommunicators (8 hours) | Orange County New York Division of Emergency Communications, Orange County Sheriff's |
| Active Shooting Response (1 Day) | PowerPhone, Inc. |
| Active Shooter Situations for 911 Professionals (1 Day) | Public Safety Training Consultants |
| Active Shooter Symposium | Western Region Homeland Security Advisory |
| Administrative Software (7 hours) | IMC/TriTech |
| Advance Life Support Training for APCO EMD Instructor | APCO |
| Advanced CIT for ECO's: A Closer Look at "Excited Delirium" (8 hours) | SRR Training |
| Advanced Crisis Communications Strategies for Public Safety Communications Supervisors (1 Day) | MEMA |
| Advanced ECO: Guide to Report Writing, Evals, and Documentation | SRR Training |
| Advanced ECO: "Kickin' the Blues", Managing ECO Stress (8 hours) | SRR Training |
| Advanced ECO: Hostage/Crisis Negotiations for Emergency Communications Officers | SRR Training |
| Advanced ECO: The 10 Most Unwanted - An Instructor's Guide to Student Management (8 hours) | SRR Training |
| Advanced Emergency Medical Dispatch Certification | PowerPhone, Inc. / Priority Dispatch Corporation |
| Advanced Fire/EMS Dispatch | NENA Education & Training |
| Advanced Fire Service Dispatch | PowerPhone, Inc. |
| Advanced General Instructor: Fine Tuning Basic / Entry Level Instruction (8 Hours) | SRR Training |
| Advanced Law Enforcement (2 days) | The Public Safety Group |
| Advanced Law Enforcement Dispatch (2 days) | PowerPhone, Inc. |
| Advanced Medical Life Support (AMLS) Online Continuing Education (8 hours) | Jones & Bartlett Learning / National Association of Emergency Medical Technicians |
| Advanced Public Safety Dispatch | PowerPhone, Inc. |
| After the First 20 Seconds (Advanced ECO) (8 hours) | SRR Training |
| Am I Just a Dispatcher | Public Safety Group |
| Anger Management | Success Communications, Inc. |
| Anti-Terrorism Intelligence Awareness Training Program (1 day) | Department of Homeland Security, Federal Law Enforcement Training Center |
| Assisting Individuals in Crisis and Group Crisis (27 hours) | ICISF |
| Attendance & Scheduling (7 hours) | IMC/TriTech |
| A Victim's Plea (Also known as-The Perfect Storm) | Denise Amber Lee Foundation Staff |
| AQUA Training | Priority Dispatch Corporation |
| BAPERN Training for 911 Dispatchers (4 hours) | Greater Boston Police Council |
| Basic Critical Incident Response | Municipal Police Institute |
| Basic Critical Incident Response (4 hrs online) | Municipal Police Institute |

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| Basic Emergency Communications Officer Course (40 Hours) | SRR Training |
| Basic Fire Communications | The Public Safety Group |
| Beyond Sandy Hook | NEMLEC Police Foundation |
| Bomb Threat Assessment Training coordinated by Department of Fire Services, Office of the State Fire Marshal (3 hours) | MA State Police Bomb Squad, MA State Police Fire Investigation Unit, North Eastern MA Law Enforcement Council, STARS, and The Commonwealth Fusion Center |
| Boston Bombing, Lessons Learned | Daniel Linskey of the Daniel Group |
| Breeding Success in your Training Program | The Public Safety Group |
| Building for Excellence: Management and Leadership Tools for 911 Professionals (6 weeks) | Profile Evaluations, Inc. (PEI) / The Public Safety Group |
| Building Your 911 Liability Shield Call Taker and Dispatch Training! (1 day) | Public Safety Training Consultants |
| Bullying and Negativity in the Communications | APCO |
| CALEA Public Safety Communications Accreditation Manager, Online #34172 | APCO |
| Call Assessment Certification/Recertification-Online Program | PowerPhone, Inc. |
| Call Processing Incidents Involving Veterans with PTSD | APCO |
| Cardio Cerebro Resuscitation | American Medical Response |
| Center Manager Certification Program (CMCP) | NENA |
| Challenging Callers - Communicating with Children, the Elderly and the Mentally-Impaired (3 weeks) | Profile Evaluations, Inc. (PEI) |
| Civilian Dispatcher: Essential Training for Enhanced Effectiveness (4 hours) | Law Enforcement Dimensions (John Sofis Scheft, Esq.) |
| CJIS Training (4 hrs) | DCJIS |
| CJIS Validation Training (2 hours) | Criminal Justice Information Systems (CJIS) |
| Communication Center Liability (8 hours) | Equature Learning on Demand |
| Communication Center Liability (3 weeks) | The Public Safety Group |
| Communication Center Management (5 day course) | Municipal Police Institute |
| Communication Center Manager | APCO / The Public Safety Group/NENA |
| Communications Center Supervisor | APCO/ The Public Safety Group |
| Communications Center Supervisor 4th edition (24 hours) | APCO |
| Communications for Responders | APCO |
| Communications Training Officer (2 days) | APCO / First Contact 911 / LLC / The Public Safety Group / Public Safety Training Consultants |
| Communications Training Officer Certification (3 days/24hours) | SRR Training |
| Communications Training Officer Instructor (40 hours) | APCO |
| Communications Training Officer Recertification (12 hours) | APCO |
| Communications Training Officer Workshop (24 hours) | Public Safety Training Consultants |
| Communications Training Professional | Profile Evaluations, Inc. (PEI) and The Public Safety Group |
| Complacency - Cannibalism & Critical Thinking (1 day) | Public Safety Training Consultants |
| Complete Dispatcher Course (4 days) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Comprehensive Quality Program | APCO |
| Considering Our Personnel & The Public (8 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Constitutional and Criminal Law for Dispatchers and Call Takers in Massachusetts | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Continuing Dispatch Education (CDE) | Emergency Service Consulting |
| Continuing Dispatch Education (CDE) 1 Hr | International Academies of Emergency Dispatch |
| Continuing Education Subscription (online) | PowerPhone |
| CPR and First Aid Training (As of July 1, 2012 must be related to EMD) | When Seconds Count, Inc. |
| CPR and First Responder | Berkshire County Law Enforcement Council |
| CPR and First Responder - Certification/Recertification (As of July 1, 2012 must be related to EMD) (1 day) | American Red Cross / American Heart Association / Comprehensive Medical Teaching Institute / Safety Program Consultants, Inc. / MPTC |
| CPR/First Responder/Suicide Prevention /Stress (2 days) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |

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| Crimes in Progress (8 hours) | Equature Learning on Demand |
| Crimes in Progress (1 day) | The Public Safety Group |
| Criminal Law & Procedure for 911 Call-Takers (2 days) | Hanrahan Consulting |
| Crisis Communications Skill Building for 911 Professionals (1 day) | Public Safety Training Consultants |
| Crisis Intervention (8 hrs) | Public Safety Group |
| Crisis Intervention Team (CIT) (40-hour direct hour training 8am-5pm) | BHN Crisis Intervention Team Training and Technical assistance Center |
| Crisis Leadership (Leadership Lessons Learned from The Boston Marathon Bombing, Leading before, During and after The Crisis-MCSA) | MCSA |
| Crisis Negotiations for Telecommunicators (8 hours) | APCO |
| Critical Incident Dispatch | Priority Dispatch Corporation / The Public Safety Group |
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| Critical Incident Response Tips for 911 Dispatchers, Call-Takers and Front Desk Personnel | Police Training Systems |
| Critical Incident Stress (1/2 day) | Public Safety Group |
| Critical Incident Stress Debriefing (1 day) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Critical Incident Stress Management/PEER Debriefing Certification Course (16 hours) | SRR Training |
| Critical Incident Total Disaster Response | Equature Learning on Demand |
| Critical Incident Training (7.5 hrs) | Ted Bourgeois/Waltham 911 |
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| Criticism & Discipline Skills for Managers and Supervisors (1 day) | Career Track |
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| Customer Service - Full and Half-Day Seminars | First Contact 911 / LLC / PowerPhone, Inc. / The Public Safety |
| Customer Service in Today's Public Safety Communications Center (8 hours) | APCO |
| Customer Service Skills for Public Safety Professionals | Equature Learning on Demand |
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| Customer Service the 911 Way (1 day) | Professional Dispatch Management/Public Safety Training Consultants |
| Cybersecurity in the PSAP | The Public Safety Group |
| Dangerous Driving Calls for 9-1-1 call Takers (8 hours) | Hanrahan Consulting |
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| DCJIS Criminal Justice Information Systems (CJIS) and Criminal Offender Record Information (CORI) Policy Training | CJIS Support Services |
| Dealing with Difficult People (1 day) | Career Track / Municipal Police Institute / SRR Training |
| Defeating Dispatch Center Drama to Ensure Peak Performance | Public Safety Training Consultants |
| Defining Leaders, CPE 202 (43 hours) | APCO |
| De-Stress and Get More "Me" Time for Emergency Dispatchers | The Healthy Dispatcher |
| Disaster Operations and the Communications Center | APCO |
| Disaster Planning for the PSAP | NEENA |
| Disasters and the Dispatcher - Expecting the Unexpected (8 hours) | PowerPhone, Inc. |
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| Dispatch Emotional Survival for Communications Personnel (8 hours) | SRR Training |
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| Dispatch Judo - Verbal Defense and Influence for Emergency Communications (2 days) | PowerPhone, Inc. |
| Dispatch Legal Issues (1 day) | Lieutenant Justin Hanrahan, Esq. |
| Dispatch Mission Critical Leadership for 9-1-1 Communications (8 hours) | SRR Training |
| Dispatch Pro – 12 month online training subscription (1 hour per credit) | Police Legal Services |
| Dispatch Supervisor | Career Track |
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| Dispatch: Providing Customer Service in 2013 (1 day) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Dispatch Training (14 hours) | Dispatch Training (14 hours) |
| Dispatcher and Active Shooter Incidents (4hrs online) | MPI |

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| Dispatcher & Call Taker: Essential Training (1 day) | Law Enforcement Dimensions (John Sofis Scheft, Esq.) |
| Dispatcher's Better Understanding of Mental Illness (1 day) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Dispatchers response to persons with mental illness (4 hrs online) | Municipal Police Institute |
| Dispatcher's Role in Search & Rescue for Alzheimer's & Dementia Patients (8 Hours) | SRRTraining, Renee B. Meador |
| Dispatcher's Role in Times of Disaster (1 day) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Dispatching Like You Mean It | R9 Training |
| Domestic Abuse Dispatcher Training | The Public Safety Group |
| Domestic, Youth, & Family Violence | PSTC Instructor |
| Domestic Violence Classes for Dispatchers (8 hours) | Municipal Police Training Council / PowerPhone, Inc. / Profile Evaluations, Inc. (PEI) / The Public Safety |
| Domestic Violence Handbook for Emergency Communications (8 hours) | SRR Training |
| Domestic Violence Intervention | PowerPhone, Inc. / The Public Safety Group |
| Domestic Violence for Communications Professionals (8 Hrs) | Officer Michael Lariviere |
| Dynamics of Domestic Violence and Family Violence | Attorney Patrick Rogers |
| Dynamics of Domestic Violence : Handling Domestic Violence Calls | Hanrahan Consulting |
| ED-Q Recertification | Priority Dispatch Corporation |
| ED-Q Certification Course- Refresher (8 hours) | Priority Dispatch Corporation |
| ED-Q Training | Priority Dispatch Corporation |
| Effective interventions with Persons with Alzheimer's and Dementia for Dispatcher and Call takers (class room and online 4 hrs) | Municipal Police Institute |
| EMD: Special Medical Considerations- 4 hours | Cape & Islands EMS |
| Emergency Fire Dispatch | Priority Dispatch Corporation |
| Emergency Medical Dispatch: MPDS Version 13 Update (online) | Priority Dispatch Corporation |
| Emergency Medical Dispatch - Advancement Series - Continuing Education Modules (4 hours) | Priority Dispatch Corporation |
| EMD Certification Course-Refresher (8 hours) | Priority Dispatch Corporation |
| Emergency Medical Dispatch, 5th Addition, Version 2, Instructor Upgrade. | APCO |
| Emergency Medical Dispatch 5.3 | APCO |
| Emergency Medical Dispatch 5.3 (Online course) | APCO |
| Emergency Medical Dispatch - Concepts | APCO |
| Emergency Medical Dispatch - Continuing Dispatch Education Services - 4 hour each class | Steve R. L'Heureux |
| Emergency Medical Dispatch - Instructor Recertification Program | APCO |
| Emergency Medical Dispatch - Manager (8 hours) | APCO |
| Emergency Medical Dispatch - Protocol Software Training | APCO / PowerPhone / Priority Dispatch Corporation |
| Emergency Medical Dispatch - Q Certification Course (3 days) | Priority Dispatch Corporation |
| Emergency Medical Dispatch - QA Protocol Software Training | APCO / PowerPhone / Priority Dispatch Corporation |
| Emergency Medical Dispatch - Recertification (Classroom/Online) | Priority Dispatch Corporation / National Academies of Emergency Dispatch / APCO / PowerPhone |
| Emergency Medical Dispatch Certification | APCO / PowerPhone, Inc., / Priority Dispatch Corporation/ Emergency Service |
| Emergency Medical Dispatch Certification (Online) | PowerPhone, Inc. |
| Emergency Medical Dispatch QA Certification/Recertification Online | APCO / PowerPhone / Priority Dispatch Corporation |
| Emergency Medical Dispatcher - Instructor Course | APCO / National Academies of Emergency Dispatch |
| EMD Online Medical Portion Only | APCO |
| Emergency Police Dispatch | Priority Dispatch Corporation |

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| Emergency Preparedness | Massachusetts Bay Commuter Railroad (MBCR) |
| Emergency Technology Forum (2 days) | APCO |
| Emergency Telecommunicator | Priority Dispatch Corporation |
| Emergency Telecommunicator (Train-the-Trainer) | Priority Dispatch Corporation |
| Emergency Telecommunicator Certification Course | AMR Natick |
| EOC Management and Operations Course (7 hours) | MEMA |
| Essential Skills for First Time Manager or Supervisor (1 day) | Fred Pryor Seminar |
| Essential Training for Enhanced Effectiveness | Law Enforcement Dimensions (John Sofis Scheft, Esq.) |
| Ethical Considerations in Dispatch - Not "Just A Dispatcher" | R9 Training |
| Ethics | Success Communications |
| Ethics an Understanding | Municipal Police Institute |
| Evaluating Call-Taker/Dispatcher Job Skill | Benchmark Professional Seminar, Inc. |
| Excited Delirium for Dispatchers (4 hours) | Municipal Police Institute |
| Excited Delirium for Dispatchers (Online) | Municipal Police Institute |
| Excited Delirium Syndrome (4 hrs Online) | Municipal Police Institute |
| Executive Leadership in Action, CPE 303 (42 hours) | APCO |
| Fire Communications (2 days) | The Public Safety Group |
| Fire Service Communications | APCO |
| Fire Service Communications (Online course) | APCO |
| Fire Service Communications Instructor | APCO |
| Fire Service Dispatch Certification/Re-Certification | PowerPhone, Inc. |
| First Responder (4 hours) | Massachusetts Criminal Justice Training Council |
| First Responder Certified | PowerPhone, Inc. |
| First Responder Round Table (Half-Day Seminar) | The Public Safety Group |
| First Responder (24 hrs) | Northampton Fire Department |
| First Responder CPR Instructor Recertification (8 hours) | Springfield Technical Community College |
| Dispatchers/Call Takers First Responder Training (4 hours) (Online) | Municipal Police Institute |
| Focus Achieving your Highest Priorities - Time Management Workshop (for Managers and Supervisors For Dispatchers Only - Surviving in the Communication Center Environment (2 day course) | FranklinCovey |
| For Dispatchers: Serving Yourself and the Public (8 hours) | Public Safety Communication Management Services |
| Friend or Foe? New Supervisors Guide to Success (8 Hours) | Law Enforcement Dimensions – John Sofis Scheft, Esq |
| From Communicator to Crisis Manager: Dispatching in the 21 st Century | SRR Training |
| Hacked, Attacked, Where's That (8 hours) | SRR Training |
| Handling Callers with Mental Health Issues (8 Hours) | The Public Safety Group |
| Handling Domestic Violence Calls | SRR Training |
| Handling mental health, Cognitive Impairment, and Substance Abuse Calls for 9-1-1 Call Takers. (8 hours) | Professional Dispatch Management |
| Handling Suicide Callers - What Public Safety Dispatchers Must Know About Handling Potential Suicide Calls & Active Suicide Calls | Hanrahan Consulting |
| Health & Wellness Issues for Dispatch (4 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| High Risk! 911 & Dispatch Training (1 day) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Homeland Security for Telecommunicators (8 hours) | Public Safety Training Consultants |
| Hostage Negotiations | PowerPhone, Inc |
| Hostage/Crisis Negotiations for Emergency Communications Officers (2 days) | PowerPhone, Inc / The Public Safety Group |
| Hostage/Crisis Negotiations for First Responders (1 day) | SRR Training |
| How to Communicate with Tact & Professionalism (16 hours) | Team Training Associates |
| How to Deliver Exceptional Customer Service | Fred Pryor Seminar |
| How to Improve Employee Accountability | Fred Pryor Seminar |
| How to Manage Emotions Under Pressure | Fred Pryor Seminar |
| How to Save a Life; Yours! | Fred Pryor Seminar |
| How to Supervise People | The Public Safety Group/ Equature Learning on Demand |
| | Fred Pryor Seminar |

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| How To Survive Dispatch Stress (1 day) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Human Trafficking for Dispatchers | Municipal Police Institute (MPI) |
| Hurricane Katrina Lessons Learned | Professional Dispatch Management |
| Illuminations | APCO |
| IMC/TriTech Software Systems | IMC/TriTech |
| IMC System Manager Training | TriTech Software Systems |
| Incident Dispatcher - Fire, Tactical, All Risk/All Hazard (2 days) | First Contact 911 / LLC |
| Incident Response to Terrorist Bombing (4 hrs) | Homeland Security |
| Incident Response to Terrorist Bombings (IRTB), wareness and Prevention of and Response to Suicide Bombing Incidents PRSBI), Awareness (8 hours) | MEMA |
| Incivility in the Workplace | Success Communications |
| Individual and Group Crisis Intervention (GRIN) (27 Hours) | Sandy Scerra, Consultant for International Critical Incident Stress Foundation |
| In Progress-911 Dispatch Training | Public Safety Training Consultants |
| Intermediate Administrative | Information Management Corporation (IMC) |
| Intermediate Dispatch Training | Information Management Corporation (IMC) |
| Internal ECO Recert - Modules 1, 2, and 3 (8 Hours) | SRR Training |
| International Academy of Emergency Dispatch Priority Dispatch EMD- Recertification Test | Priority Dispatch |
| International Academy of Emergency Dispatch Priority Dispatch EMD-Q Recertification Test | Priority Dispatch |
| International Academy of Emergency Dispatch Priority Dispatch MPDS v13.0 Upgrade | Priority Dispatch |
| Introduction to 911 Management | The Public Safety Group |
| Introduction to Crisis Intervention | APCO Virtual College (AVC) |
| Introduction to Executive Leadership, CPE 101 (43 hours) | APCO |
| IS-144 Telecommunicators Emergency Response Taskforce (TERT) BasicCourse | FEMA |
| IS-144 Telecommunicators Emergency Response Taskforce (TERT) BasicCourse (3 hrs online) | FEMA |
| IS-242b Effective Communication (8 hrs online) | FEMA |
| IS-5.A: An Introduction to Hazardous Materials | FEMA |
| It's Your Ship! – Leadership - Navigating the Waters of Your Communications Center | MCSA |
| Just in Time Training online classes (each course equals 1 hr of continuing education) | PowerPhone, Inc. |
| Law Enforcement Communications, (On-line 32hrs) | APCO |
| Law Enforcement Communications, 1 ST Edition (4 days) | APCO |
| Law Enforcement Dimensions: Domestic Violence & Court Testimony(8 hours) | Law Enforcement Dimensions |
| Law Enforcement Dispatch Certification | PowerPhone, Inc. |
| Law Enforcement Dispatch Re-Certification | PowerPhone, Inc. |
| Laws Academy – Social Media Fundamentals | Laws Communications |
| Leadership Certificate Program (Registered Public-Safety Leader) (12 months) | APCO Institute |
| Leadership for the Low Man (8 hours) | SRR Training |
| Leadership in the 9-1-1 Center (8 hours) | NENA |
| Lead, Follow, or Get out of the Way (8 hours) | Public Safety Group |
| Legal and Practical Issues | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Legal Issues for Massachusetts Call Takers & Dispatchers (Sworn & Non- Sworn) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |

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| Legal Update & Procedures for Police Dispatchers and Call-Takers | Municipal Police Institute |
| Legal Update & Procedures for Police Dispatchers and Call-Takers (4 hrs online) | Municipal Police Institute |
| Liability for 911 Emergency Dispatching | Municipal Police Institute |
| Liability for 911 Emergency Dispatching (4 hrs online) | Municipal Police Institute |
| Life Management, Not Just "Stress Management" (8 hours) | SRR Training |
| Lives on the line: The Dispatcher and Domestic Violence | Municipal Police Institute |
| Lives on the line: The Dispatcher and Domestic Violence (4 hrs online) | Municipal Police Institute |
| LoJack Safety Net Program | LoJack Corporation |
| LoJack Safety Net Training (4 hours) | Plymouth County Sheriff's Department |
| Making the Transition from Staff to Supervisor (1 day) | Fred Pryor Seminar |
| Manager Certification Program (CMCP) Alumni Seminar (8 hours) | NEHA |
| Managing Crisis Calls | First Contact 911 / LCC |
| Managing Multiple Priorities, Projects and Deadlines | Fred Pryor Seminar |
| Managing Stress via the Management of Emotions, Communication & Time - Instructor Course | Impact America Educational Services |
| Managing Suicidal Persons (8 hours) | SRR Training |
| Massachusetts Call Center Best Practices Initiative for Cases of Missing | National Center for Missing & Exploited Children |
| Missing Children: Dynamics & Response 1 (MCDR1) online course 2 | National Center for Missing & Exploited Children |
| Missing Children: Dynamics & Response 1 (MCDR1) online course 3 | National Center for Missing & Exploited Children |
| Medical Management of Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) Events | Department of Homeland Security |
| Medical Protocol Review | Emergency Service Consulting |
| MEMA/EOC Emergency Preparedness Training – Pilgrim Nuclear Power Plant (5 hours) | MEMA |
| Mental Health First Aid (12 hour class) | National Council for Community Behavioral Healthcare |
| Methuen Dispatcher In-Service 2015 (8 hrs) | Officer Kara McMenamom Methuen Police Department |
| Missing Persons for 911 Call-Takers and Investigators | Hanrahan Consulting |
| Multiple Unit Agency Response for Fire | APCO |
| Next Gen 9-1-1 Admin Class (4 hours) | State 911 Department |
| Next Generation 9-1-1 Transition Training (8 hours) | State 911 Department |
| NIMS/Incident Command System (ICS-100 and IS-700A, ICS-200, ICS-300, ICS-400, ICS700, IS242b {also known as ICS 700}) | MEMA/FEMA, Online |
| Non-Emergency Call Handling | PowerPhone, Inc. |
| "Officer Down" What Dispatchers Need to Know | Professional Dispatch Management |
| Officer Safety Concerns for Dispatchers | Attorney Patrick Rogers |
| Opioid Crisis for Dispatchers | Attorney Patrick Rogers |
| On-Line Certification Courses | APCO / PowerPhone, Inc. / Priority Dispatch |
| On-Line Recertification Courses | APCO / PowerPhone, Inc. / Priority Dispatch Corporation/ National Academies of Emergency Dispatch |
| OnStar Public Safety Training On-Line (1 hr) | OnStar |
| Opioid Overdose-Responding to Persons in Crisis | MPI |
| Planes, Trains & Automobiles! – 911 & Dispatch Training (1 day) | Public Safety Training Consultants |
| Police Dispatchers/Dealing in Disaster (4 hours-Online) | Municipal Police Institute |
| Police Records Management (28 hours) | IMC/TriTech |
| Police Suicide Awareness (8 Hours) | SRR Training |
| Positive Interaction with Difficult People <i>for Emergency Dispatchers</i> | The Healthy Dispatcher |
| Preparing for an Active Threat and Mass Casualty (8 hrs) | Mass Fire Academy |
| Priority EMD Protocol Refresh - See at Bottom of Page. | New England Safety Education Resources, (Instructor: Stephen R. L'Heureux) |

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| Professional Dispatch Class (1 day) | Success Communications, Inc. |
| Project Management Workshop (7 hours) | Fred Pryors Seminars |
| PROQA Training | Priority Dispatch Corporation |
| Protecting Law Enforcement Responders Workshop | PowerPhone, Inc. |
| Providing Exceptional Services – “What If It Were Family?” (1 day) | Public Safety Training Consultants |
| Public Records Law (4 hours) | Hanrahan Consulting |
| Public Records Law Seminar | Commonwealth Police Service |
| Public Safety Communication Staffing and Employee Retention (8 hours) | APCO |
| Public Safety Communications Training | NickersonPR |
| Public Safety Customer Services - Considering our Personnel & The Public | R9 Training |
| Public Safety Telecommunicator (40 hours) | Stephen L’ Heureux a.k.a New England Safety Education Resources |
| Public Safety Telecommunicator - 6th Edition (40 Hours) | APCO |
| Public Safety Telecommunicator - 6th Edition, Version 2, Instructor Upgrade (40 Hours) | APCO |
| Public Safety Telecommunicator 1 - 7th Edition (40 Hours) | APCO |
| Public Safety Telecommunicator 1 - 7th Edition Student Upgrade | APCO |
| Public Safety Telecommunicator 1 (40 hours) | APCO |
| Public Safety Telecommunicator 1 (40 hours-online) | APCO |
| Public Safety Telecommunicator 1 (PST1) Instructor | APCO |
| Public Safety Telecommunicator 1 (PST1) Instructor - Recertification | APCO |
| Public Safety Telecommunicator Course (40 Hours) | PowerPhone, Inc. |
| Public Safety Telecommunicator Online Training (1 hr montly/12 hrs per year) | Police Legal Sciences, Inc. |
| Quality (not just Customer) Service (8 Hours) | SRR Training |
| Radio Fire Alarm Box Course (8 hours) | L. W. Bills Company |
| Radio Master Boxes Systems and Procedures | East Coast Security Systems |
| Railroad Training for 911 Dispatchers | Richard Towle, Federal Railroad Administration Liaison Officer Charles Egerly, Crash Reconstruction Officer, Andover Police Glenn MacNeill, Pan Am Railways Safety Department Manager |
| Rapid Intervention for the Public Safety Dispatcher (6 hrs) | DFS |
| Rapid Intervention for the Public Safety Dispatcher (8 hrs) | DFS |
| Rapid SOS PSAP Training (online 1hr) | rapidsos.com |
| Reality-Based Online Training for Dispatchers (Online Training System) | Police Legal Sciences, Inc. |
| Recognizing Autism -What Public Safety Dispatchers Must Know About Calls Regarding Persons with Autism | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Recruiting, Training & Retaining Communication Center Personnel | Benchmark Professional Seminar, Inc. |
| Refresher Building Blocks: Fire Communications, School Violence, Hazardous Materials, High Risk Calls | First Contact 911 |
| Rewind | PowerPhone, Inc. |
| Ripped From the Headlines | Public Safety Group |
| RPL -(Registered Public-Safety Leader)- Leadership Certificate Program | APCO Institute |
| School Violence – Lessons Learned – Planning-Prevention-Response 911 Dispatch and Responder Training (8 hours) | Public Safety Training Consultants |
| Sexual and Domestic Violence on College Campuses | PowerPhone, Inc. |
| Sexual Harassment and other forms of Harassment in Dispatch (4 hrs) | Indigo Consulting, Compliance, and Training |
| Sexual Harassment in the Dispatch Center | Professional Dispatch Management |
| Signal Operator In-Service Training | Attorney Patrick Rogers |
| Signal Operator Police In Service Training day | Attorney Patrick Rogers |
| Simulation-Based Dispatcher Training (16 hours) | BowMac Educational Services, Inc. |

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| SMART 911 Training - Onsite (4 hours) | RAVE Mobile Safety |
| So You Want To Be A Better Instructor? (24 Hours) | SRR Training |
| Statewide Fire Mobilization for Public Safety Communications Personnel Training | Dept. of Fire Services / Fire Chiefs Association of MA |
| Statewide Fire Mobilization for Public Safety Communications Personnel Training / Train-the-Trainer | Dept. of Fire Services / Fire Chiefs Association of MA |
| Stress IAIYH | Equature Learning on Demand |
| Stress Identification and Management | PowerPhone, Inc. |
| Stress Management | The Public Safety Group |
| Stress: "Its All In Your Head" (3 weeks) | Profile Evaluations, Inc. (PEI) / The Public Safety Group |
| Suicide Intervention (3 weeks) | PowerPhone, Inc. / The Public Safety Group / Profile Evaluations, Inc. (PEI) |
| Suicide Prevention (4 hours) | Billerica Police Department-John T. Greenhalgh |
| Suicide Intervention (8 hours) | PowerPhone, Inc. |
| Suicide Prevention, Intervention and Postvention | Department of Fire Services |
| Suicide Prevention / Stress / Customer Service / Report Writing / (16 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| Supervision and Management Skills for Emergency Communications Supervisors (16 Hours) | SRR Training |
| Supervision and Management of Public Safety Communication Centers (3 days) | Public Safety Communication Management Services |
| Supervision and Management Skills for Dispatch Supervisors/Liability for Supervisors | Municipal Police Institute |
| Supervising Problem Employees - 2 Day Course for Dispatch Supervisors | Professional Dispatch Management |
| Supervisor Refresher: Getting Evals Right! (8 Hours) | SRR Training |
| Supervisor - 2 day seminar | The Public Safety Group |
| Supervisor Workshop (2 days) | Public Safety Training Consultants |
| Surviving in the Communication Center Environment - 2 Day Course | Public Safety Communication Management Services |
| Surviving the Call Center: Stress-The Silent Killer | Municipal Police Institute |
| Surviving the Call Center: Stress-The Silent Killer (4 hrs online) | Municipal Police Institute |
| Surviving Stress (Online Class) | APCO |
| Systems Manager | Information Management Corporation (IMC) |
| Tactical Communications (Verbal Judo) Instructor (5 days) | Verbal Judo Institute, Inc. |
| Tactical Dispatch for the Telecommunicator | NENA |
| Team Building | Success Communications, Inc. |
| Telecommunications Best Practices for Missing and Abducted Children (TELMAC) Online Certificate Program (5 hours) | National Criminal Justice Training Center – Fox Valley Technical College |
| Telecommunicator Liability | The Public Safety Group |
| Telecommunicators Role in Homeland Security | APCO |
| Terrorism & the Telecommunicator | The Public Safety Group/ Equature Learning on Demand |
| Terrorist Watch List Training (2 days) | Terrorist Screening Center |
| Testifying in Court (Full Day and/or Half Day) | Municipal Police Institute |
| Testifying in Court (4 hrs online) | Municipal Police Institute |
| The Conversations Managers Don't Want to Have.....(1 day) | HSC Workshops |
| The Dispatch Function: 2014-2015 Customer Service Foundation (8 hrs) | Law Enforcement Dimensions, John Sofis Scheft, Esq. |
| The Dispatch Function: 2014-2015 Customer Service Foundation (8 hrs) | Law Enforcement Dimensions, Reid Bagley |
| The Dispatch Function: Ethics & De-Escalation (8 hrs) | Law Enforcement Dimensions, John Sofis Scheft, Esq. |
| The Dispatch Function: 2014-2015 Law Foundation (8 hrs) | Law Enforcement Dimensions, John Sofis Scheft, Esq. |
| The Dispatch Function: Law Foundation (8 hrs) | Law Enforcement Dimensions, John Sofis Scheft, Esq. |
| The Dispatcher and Active Shooter Incidents (online 4 hrs) | Municipal Police Institute |
| The Dispatchers response to Persons with Mental Illness | Municipal Police Institute |
| The Essentials of Communicating with Diplomacy and Professionalism (16 hours) | Skillpath |
| The Good, the Bad & the Ugly (8 hours) or (16 hours) | Professional Dispatch Management |
| The Link: Animal Abuse and Human Violence (8 Hours) | SRR Training |
| The Management Conference | Fred Pryor Seminar |
| The Perfect Storm, A Victim's Plea (Also known as-A Victim's Plea) | Denise Amber Lee Foundation Staff |

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| The World of Liability (8 hours) | SRR Training |
| Thinking past the stigma of addiction for Dispatchers | Law Office of Attorney Patrick Rogers |
| Time Management | Franklin Covey |
| Total Disaster Response | The Public Safety Group |
| Training Officer Instructor | APCO |
| Training the Trainer (1 day) | Fred Pryor Seminar |
| Transformational Leadership for Emergency Dispatchers | The Healthy Dispatcher |
| TTY Simulator Refresher Training | 911Trainer.com |
| TTY Training - 4 hours | The Public Safety Group |
| TTY/Deaf Education | MA Commission for Deaf & Hard of Hearing |
| Unacceptable Employee Behavior | Fred Pryor Seminars |
| Under the Headset: Surviving Dispatch Stress (1 day) | Public Safety Training Consultants |
| Understanding & Responding to Terrorism for 911 Call Takers (8 hrs) | Hanrahan Consulting |
| Updates & Procedures for Police Dispatchers and Call Takers 2015: 911 The Call Starts with You | Municipal Police Institute |
| Updates & Procedures for Police Dispatchers and Call Takers 2015: Basic Critical Incident Response | Municipal Police Institute |
| Updates & Procedures for Police Dispatchers and Call Takers 2015: Legal and Procedural Update for Dispatcher and Call | Municipal Police Institute |
| Updates & Procedures for Police Dispatchers and Call Takers 2015: Liability for 911 Emergency Dispatching | Municipal Police Institute |
| Virtual Dementia Experience for First Responders (1 day) | StilMee |
| Vision 21 and Telegraph master boxes (2 hrs) | Franklin P. Schutt/West Springfield Fire |
| Wireless Call Handling & Processing | Essex County Wireless Center |
| WMD/Terrorism Awareness for Emergency Responders/Dispatchers - AWR-160 Standardized Awareness | Department of Homeland Security |
| Written Communications 911 Dispatchers : Testifying and You Could Have a Future Here (8.50 hours) | Commonwealth Police Service, Inc. (The Law Office of Attorney Patrick Rogers) |
| You Just Never Know! Mental Preparedness (1 day) | NENA |
| Priority EMD Protocol Refresh | Public Safety Training Consultants |
| Each Protocol, Pre-Arrival Instruction (PAI), or Post-Dispatch | New England Safety Education Resources (Instructor: Stephen R. L'Heureux) |
| Protocol 0 – Case Entry | |
| Protocol 1 – Abdominal Pain/Problems | |
| Protocol 2 – Allergies (Reactions) / Envenomations (Stings, Bites) | |
| Protocol 3 – Animal Bites / Attacks | |
| Protocol 4 – Assault / Sexual Assault | |
| Protocol 5 – Back Pain (Non-Traumatic or Non-Recent Trauma) | |
| Protocol 6 – Breathing Problems | |
| Protocol 7 – Burns (Scalds) / Explosion (Blast) | |
| Protocol 8 – Carbon Monoxide / Inhalation / Hazmat / CBRN | |
| Protocol 9 – Cardiac or Respiratory Arrest / Death | |
| Protocol 10 – Chest Pain (Non-Traumatic) | |
| Protocol 11 – Choking | |
| Protocol 12 – Convulsions / Seizures | |
| Protocol 13 – Diabetic Problems | |
| Protocol 14 – Drowning (Near) / Diving / SCUBA Accident | |
| Protocol 15 – Electrocution / Lightning | |
| Protocol 16 – Eye Problems / Injuries | |
| Protocol 17 – Falls | |
| Protocol 18 – Headache | |
| Protocol 19 – Heart Problems / A.I.C.D. | |
| Protocol 20 – Heat / Cold Exposure | |
| Protocol 21 – Hemorrhage / Lacerations | |
| Protocol 22 – Inaccessible Incident / Other Entrapments (Non-Vehicle) | |

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| Protocol 23 – Overdose / Poisoning (Ingestion) | |
| Protocol 24 – Pregnancy / Childbirth / Miscarriage | |
| Protocol 25 – Psychiatric / Abnormal Behavior / Suicide Attempt | |
| Protocol 26 – Sick Person (Specific Diagnosis) | |
| Protocol 27 – Stab / Gunshot / Penetrating Trauma | |
| Protocol 28 – Stroke (CVA) | |
| Protocol 29 – Traffic / Transportation Incidents | |
| Protocol 30 – Traumatic Injuries | |
| Protocol 31 – Unconscious / Fainting (Near) | |
| Protocol 32 – Unknown Problem (Man Down) | |
| Protocol 33 – Transfer / Interfacility / Palliative Care | |
| Protocol 34 – Automatic Crash Notifications | |
| Protocol 36 – Pandemic Flu | |
| PAI A / B / C – Pre Arrival Instructions – Airway / Arrest / Choking (Unconscious) | |
| PAI D - Pre Arrival Instructions – Choking (Conscious) | |
| PAI F – Pre Arrival Instructions – Childbirth – Delivery | |
| PAI Ya, Yb, Yc Tracheostomy (Stoma) Airway / Arrest / Choking (Unconscious) | |
| PAI Z – AED Support | |
| PDI X – Case Exit | |