

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](http://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](mailto:911DeptGrants@state.ma.us).

(Updated 8/11/2017)

	Provided By
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: 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)
911 Emergency Dispatching: Improving Dispatcher Performance	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: MA Terrorism Act - Update 2010 and 2013 (1 Day)	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: Understanding the Massachusetts Opioid Crisis for Dispatchers	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: Verbal Judo for Telecommunication Professionals (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)
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
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 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)
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 Leassons 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

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
Criticism & Discipline Skills for Managers and Supervisors (1 day)	Career Track
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
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
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	NENA
Disasters and the Dispatcher - Expecting the Unexpected (8 hours)	PowerPhone, Inc.
Dispatch Emotional Survival for Communications Personnel (8 hours)	SRR Training
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
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
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)	SRRTTraining, 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
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 <sup>st</sup> 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!	The Public Safety Group/ Equature Learning on Demand
How to Supervise People	Fred Pryor Seminar
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 <sup>st</sup> 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)
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
Making the Transition from Staff to Supervisor (1 day)	Fred Pryor Seminar
Manager Certification Program (CMCP) Alumni Seminar (8 hours)	NENA
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 McMenamon 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, ICS-200, ICS-300, 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 )
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 Edgerly, 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.
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
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)	Public Safety Training Consultants
<b>Priority EMD Protocol Refresh</b>	New England Safety Education Resources (Instructor: Stephen R. L'Heureux )
Each Protocol, Pre-Arrival Instruction (PAI), or Post-Dispatch	
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)	
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	