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 in 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@mass.gov.

(UPDATED 7/1/2024)

NAME OF TRAINING	PROVIDED BY	NUMBER OF HOURS
22Mohawks QPR SAP-C Training	22Mohawks	2
2022 MCSA Emergency Communications Leadership Conference/ Set your GPS for Sales Success	MCSA/Wayne Lee CE	8
2022 Pipeline Awareness & Education (online/in person)	Paradigm o/b/o Enbridge (Algonquin) & Buckeye Partners	2
2024 MCSA Annual Training Blink Twice for Help	Denise Amber Lee Foundation/MCSA	4
2024 MCSA Annual Training Domestic Violence	Denise Amber Lee Foundation/MCSA	4
2024 MCSA Annual Training Overcoming Adversity	Denise Amber Lee Foundation/MCSA	4
2024 MCSA Annual Training is a Team Sport	Denise Amber Lee Foundation/MCSA	4
911 Best Practices: Leadership in Action	The 360 Dispatcher	4 days
911 Call-Taker Legal Issues (in-person/online/on-demand)	Hanrahan Consulting	8
911 Center Culture- A Strategy for Personal and Organizational Success	NENA Education & Training	8
911 Center Supervisor	NENA	
911 Center Culture and Communication	MassNENA	8
911 Cultural Competency	Indigo Consulting, Compliance, and Training, LLC	
911 Customer Experience Strategies	Twenty Seven Degrees Consulting	4
911 Customer Service	NENA	8
911 Emergency Dispatching: Sexual and other Forms of Harassment in the Workplace for Dispatchers and Call Takers *in-person*	Commonwealth Police Legacy, Inc	4
911 Dispatchers and Call Takers Managing Stress *online*	MPI	4
911 Dispatch Priming & Cognitive Bias	Municipal Police Institute	4
MCSA - 911 Dispatch: The Why, How and How Long	The Kari Hunt Foundation	9
911 Emergency Communications & Legal Concerns *online*	MPI	4
911 Emergency Dispatch	Commonwealth Police Service, Inc.	16
911 Emergency Dispatching: 209A Issues (can be online)	Commonwealth Police Service, Inc/Commonwealth Police Legacy, Incorporated	4 or 8
911 Emergency Dispatching: 911 Anonymous Calls; The Legality of Police Action when the Caller refuses to cooperate	Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Active Shooter	Commonwealth Police Service, Inc.	4
911 Emergency Dispatching: Active Shooter & Emergency Situations	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Active Shooters and Hostile	Commonwealth Police Legacy, Incorporated	4

Events (ASHER) (can be online)		
911 Emergency Dispatching: Air Medical	Commonwealth Police Service, Inc.	4 or 8
911 Emergency Dispatching: Behind the Call: Stress Management *online/in-person*	Commonwealth Police Legacy, Inc.	4
911 Emergency Dispatching: Bias Free Professional Policing for Dispatchers and Call Takers *online/in-person*	Commonwealth Police Legacy, Inc.	4
911 Emergency Dispatching: Career Survival Resiliency Training for Dispatchers	Commonwealth Police Service, Inc.	4
911 Emergency Dispatching: CJIS and FireFox for Dispatch	Commonwealth Police Service, Inc.	6
911 Emergency Dispatching: Communications Center Liability	Commonwealth Police Service, Inc.	8
911 Emergency Dispatching: Conflict of Interest and Ethical Decision Making *online/in-person*	Commonwealth Police Legacy, Inc	4
911 Emergency Dispatching: Constitutional Law Issues	Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Constitutional Law Issues	Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated	8
911 Emergency Dispatching: CORI & Public Records	Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated	4 or 8
911 Emergency Dispatching: Court Testimony for Dispatchers	Commonwealth Police Service, Inc.	4
911 Emergency Dispatching: Crisis Negotiations for Dispatchers and First Responders *can be online*	Commonwealth Police Legacy, Incorporated	8
911 Emergency Dispatching: Critical Incident Stress Management	Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated	8
911 Emergency Dispatching: Cybersecurity for Dispatchers & Call Takers *on-lline/in person*	Commonwealth Police Legacy, Inc.	8
911 Emergency Dispatching: Dealing with the Crisis Call: Keeping them on the Line *on-line or in person*	Commonwealth Police Legacy, Inc	4
911 Emergency Dispatching: De-Escalation Skills for Dispatchers	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Disclosing HIV & AIDS Info	Commonwealth Police Service, Inc.	
911 Emergency Dispatching: Dispatch Priming	Commonwealth Police Legacy, Incorporated	4 or 8
911 Emergency Dispatching: Dispatcher's Role in Times of Disaster	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Drug Recognition & Impairment Awareness for Public Safety Personnel (can be online)	Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated	8
911 Emergency Dispatching: Duty to Intervene (online or in-person)	Commonwealth Police Legacy, Inc.	4
911 Emergency Dispatching: Duty to Intervene and Procedural Justice for Dispatchers and Call Takers	Commonwealth Police Legacy, Inc.	8
911 Emergency Dispatching: Emotional Survival for Dispatchers and Call Takers *can be online*	Commonwealth Police Legacy, Inc.	4
911 EMERGENCY DISPATCHING: Extremism and Radicalization Overview for Dispatchers *can be online*	Commonwealth Police Legacy, Inc.	4 or 8
911 Emergency Dispatching: Health & Wellness Issues for Dispatch (can be online)	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: HIPAA Issues	Commonwealth Police Service, Inc.	
911 Emergency Dispatching: HIPAA Training for Dispatchers and Call Takers *online/in-person*	Commonwealth Police Legacy, Inc	4
911 Emergency Dispatching: How Dispatchers Should Handle Bomb Threat Calls	Commonwealth Police Service, Inc. / Commonwealth Police Legacy, Inc.	4
911 Emergency Dispatching: How to Avoid Dispatcher Fatigue *can be online*	Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated	4

911 Emergency Dispatching: How to Handle Calls from Difficult People in Dispatch	Commonwealth Police Service, Inc.	4
911 Emergency Dispatching: How to Survive Dispatch Stress	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: ICAT De-escalation Training for Dispatchers & Call Takers (can be online)	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: ICAT De-escalation skills for Dispatchers (online/In-person)	Commonwealth Police Legacy, Inc.	8
911 Emergency Dispatching: Implicit Bias for Dispatchers (can be online)	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Improving Dispatcher Performance *can be online*	Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated	8
911 Emergency Dispatching: Improving relations and building trust through the use of social media for Dispatchers and Call Takers *can be online*	Commonwealth Police Legacy Inc.	4
911 Emergency Dispatching: Intake of Cyber Crime Complaints for Dispatchers	Commonwealth Police Service, Inc./ Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Juvenile Justice Issues for Public Safety Dispatchers	Commonwealth Police Legacy, Incorporated	8
911 Emergency Dispatching: Legal Aspects and Coordination of an Arson Investigation Policies & Procedures	Commonwealth Police Service, Inc.	4
911 Emergency Dispatching: Legal Issues for Massachusetts Call Takers and Dispatchers (can be online)	Commonwealth Police Legacy, Inc.	4 or 8
911 Emergency Dispatching: Liability Issues (can be online)	Commonwealth Police Service, Inc. Commonwealth Police Legacy, Incorporated	4 or 8
911 Emergency Dispatching: Massachusetts Terrorism Act	Commonwealth Police Service, Inc.	8
911 Emergency Dispatching: Massachusetts Terrorism Act (Update 2013, 2010)	Commonwealth Police Service, Inc.	4
911 Emergency Dispatching: Maximizing Public Safety Dispatching Performance	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Mental Illness & Cognitive Impairment for Dispatchers	Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Meth Awareness for Dispatchers	Commonwealth Police Service, Inc.	
911 Emergency Dispatching: Officer Safety Concerns for Dispatchers	Commonwealth Police Legacy, Incorporated	8
911 Emergency Dispatching: Overdose Response *can be online*	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Overdoses for Dispatch	Commonwealth Police Legacy, Inc.	4
911 EMERGENCY DISPATCHING: Procedural Justice for Dispatchers and Call Takers (can be online)	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Providing Customer Service (can be online)	Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: PTSD & the Call Handler	Commonwealth Police Service, Inc.	4
911 Emergency Dispatching: Public Information Ambassador for Dispatchers *online/in-person*	Commonwealth Police Legacy, Inc	4
911 Emergency Dispatching: Radio Communications for Dispatch	Commonwealth Police Service, Inc.	4
911 Emergency Dispatching: Radio Discipline and Procedure for Dispatchers	Commonwealth Police Service, Inc.	
911 Emergency Dispatching: Rail Road Related Issues for Dispatch	Commonwealth Police Service, Inc.	4

911 Emergency Dispatching: Scams 101 for Dispatchers and Call Takers *online/in-person*	Commonwealth Police Legacy, Inc	4
911 Emergency Dispatching: Seminar for Supervisors	Commonwealth Police Service, Inc.	8
911 Emergency Dispatching: Sexual and Other Forms of Harassment in the Workplace for Dispatchers	Commonwealth Police Service, Inc.	
911 Emergency Dispatching: Social Media and Police Communications	Commonwealth Police Service, Inc.	4
911 Emergency Dispatching: Spanish for Dispatchers	Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Stress Inoculation Training for Dispatchers and Call Takers	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Talking to Individuals in Crisis Resulting from Domestic Incidents and Other & Managing Emotionally Disturbed People for Dispatchers	Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated	4 or 8
911 Emergency Dispatching: Terrorism Overview (can be online)	Commonwealth Police Legacy, Incorporated	4 or 8
911 Emergency Dispatching: Testifying	Commonwealth Police Service, Inc.	4 or 8
911 Emergency Dispatching: The Dynamics of Domestic and Family Violence for Dispatchers	Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: The Edge of Chaos, Gathering and Communicating Information in the Golden Hour of Crisis (online or in-person)	Commonwealth Police Legacy, Incorporated	8
911 Emergency Dispatching: The Truthfulness Issue for Call Takers & Dispatchers *online/in-pers	Commonwealth Police Legacy, Inc	4
911 Emergency Dispatching: Tips and Tricks for the Dispatcher	Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Understanding the Massachusetts Opioid Crisis for Dispatchers	Commonwealth Police Service, Inc. /Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Verbal Judo for Telecommunication Professionals *can be online or in classroom*	Commonwealth Police Service, Inc./ Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Vital Responsibilities of Dispatch During a Pursuit	Commonwealth Police Service, Inc./ Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: Weapons	Commonwealth Police Service, Inc.	4
911 Emergency Dispatching: Weapons of Mass Destruction Overview (can be online)	Commonwealth Police Legacy, Inc	8
911 Emergency Dispatching: Well Being Checks	Commonwealth Police Legacy, Inc	8
911 Emergency Dispatching: What Public Safety Dispatchers MUST know about Handling Potential Suicide Calls & Active Suicide Calls *can be online*	Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated	4 or 8
911 Emergency Dispatching: What Public Safety Dispatchers MUST know about Calls Regarding Persons with Autism	Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated	4
911 Emergency Dispatching: What to know about Amber Alerts for Dispatchers (online or in-person)	Commonwealth Police Service, Inc. / Commonwealth Police Legacy, Inc.	4
9-1-1 Leadership Training Event	360 Dispatcher	28
911 Liability	PowerPhone, Inc./The Public Safety Group/Success Communications/Commonwealth Police Service, Inc	8
9-1-1 Operator Strength in Crisis	Academy Hour On-Line Solutions	2
9-1-1 Operator Strength in Crisis 30 Days *on-line*	Academy Hour	2
911 Peak Performance through Optimized Home Life (online)	The 911 Training Institute	8
911 Recognizing and Managing the Response to Swatting Calls *on-line*	MPI	4
911 Response to Active Assailant Incidents *online*	United Communication Solutions (UCS)	4

911 Responding to Crisis (online)	MPI	4
911 Supervision	PowerPhone, Inc.	
911 Supervision Advanced	United Communications Solutions	24
911 Supervision Basics	United Communications Solutions	8
911 Supervision Leading Teams in a Crisis	PowerPhone, Inc.	
911 Supervisor Training	PowerPhone, Inc.	
911 Supervisor Leadership Academy	The 360 Dispatcher	48
911's Least Wanted	The Public Safety Group	8
911-The Call Starts with You! (online)	Municipal Police Institute	4
911/The Blue Envelope/Managing the Response to Persons with Autism *online*	MPI	4
A Dispatcher's Life: How to Build Support from Family and Friends	Success Communications	8
A Victim's Plea (Also known as-The Perfect Storm)	Denise Amber Lee Foundation Staff	4 or 16
A Victim's Plea, Meeting Expectations	Denise Amber Lee Foundation	9
A Victim's Plea, Meeting Expectations, July Virtual	Denise Amber Lee Foundation and The Healthy Dispatcher	9
A Witness; The Dispatcher's Complete Guide to Court Testimony	Progressive Law Enforcement Consultants LLC	4
Active Assailant	The Public Safety Group	4 or 8
Active Assailant (Shooter) Course	Priority Dispatch	4
Active Attack Emergency Communications *online*	ALERRT	3
Active Attack Emergency Communications	ALERRT (Advanced Law Enforcement Rapid Response Training at Texas State University)	3
Active Attack Integrated Response System	Western Region Homeland Security Response System/Advisory Council/Texas State University/ALERRT	16
Active Shooter	APCO/Profile Evaluation, Inc. (PEI)/SRR Training/The Public Safety Group	
Active Shooter & Emergency Situations	Commonwealth Police Service, Inc	
Active Shooter Calls *in-person or on-demand*	Hanrahan Consulting	8
Active Shooter Dispatch Training (2 days)	Team Training Associates/Shaving Seconds Saving Lives/Daniel Jewiss	15 or 16
Active Shooter Incidents for Public Safety Communications	APCO	
Active Shooter Incidents for Telecommunicators	Orange County New York Division of Emergency Communications, Orange County Sheriff's	8
Active Shooter Response Training Course	ALICE Training Institute	2 Days/16 hrs
Active Shooter Situations Expanded Course Outline (online/In person)	Kim Turner, LLC	8
Active Shooter Situations for 911 Professionals	Public Safety Training Consultants	8
Active Shooter Symposium	Western Region Homeland Security Advisory	
Active Shooting Incidents	PowerPhone, Inc.	8
Active Shooting Response	PowerPhone, Inc.	8
Active Threat Response for Dispatch; Everything You Need to Know	Progressive Law Enforcement Consultants LLC	8
Active Violence Call Considerations for Dispatch	SRR Training	
Address the Stress a Wellness Program for First Responders	Conducted by the Roger Williams University Justice System Training & Research Institute In partnership with the New England Association of Chiefs of Police, Inc.	4

Administrative Software	IMC/TriTech	7
Advance Life Support Training for APCO EMD Instructor	APCO	
Advanced CIT for ECO's: A Closer Look at "Excited Delirium"	SRR Training	8
Advanced CIT Psychological First Aid	Advanced CIT/Sarah W. Gaer	8
Advanced Crisis Communications Strategies for Public Safety Communications Supervisors	MEMA	8
Advanced ECO: "Kickin' the Blues," Managing ECO Stress	SRR Training	8
Advanced ECO: Guide to Report Writing, Evals, and Documentation	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	SRR Training	8
Advanced Emergency Medical Dispatch Certification	PowerPhone, Inc./Priority Dispatch Corporation	
Advanced Fire Service Dispatch	PowerPhone, Inc.	
Advanced Fire/EMS Dispatch	NENA Education & Training	
Advanced General Instructor: Fine Tuning Basic/Entry Level Instruction	SRR Training	8
Advanced Law Enforcement	The Public Safety Group/Equature	16
Advanced Law Enforcement Dispatch	PowerPhone, Inc.	16
Advanced Law Enforcement Rapid Response Training: CRASE	ALERRT	4
Advanced Medical Life Support (AMLS) (online)	Jones & Bartlett Learning/National Association of Emergency Medical Technicians	8
Advanced Police Dispatching (online or in-person)	NENA	7
Advanced Public Safety Dispatch	PowerPhone, Inc.	
Advanced Social Media Practices for First Responder Agencies (Classroom & Virtual Class)	John Guilfoil Public Relations (JGPR)	4.5
After the First 20 Seconds (Advanced ECO)	SRR Training	8
AHA 2020 On-Line for HeartCode BLS for Blended Learning	Allied 100	2
AHA Basic Life Support On-line	Your Home CPR LLC	2.5
AHA Heartsaver CPR	Pawtuxet Valley Educators	
Air Medical Utilization, LZ Prep and Safety	Boston MedFlight	2
ALEC (Autism and Law Enforcement Education Coalition)	The ARC South Norfolk	3
Am I Just a Dispatcher?	The Public Safety Group	
American Heart Association CPR/BLS Training		4
Anatomy of Critical Incident- The Las Vegas Shooting Story	The Denise Amber Lee Foundation	8
Anger Management	Success Communications, Inc.	
Anti-Terrorism Intelligence Awareness Training Program	Department of Homeland Security, Federal Law Enforcement Training Center	8
APCO Atlantic Chapter Training Workshop	APCO	8
APCO Communications Center Supv 5th Ed, Version 1, Online	APCO	24
APCO Fundaments of Tactical Dispatch (online)	APCO	16
APCO Nexus (online)	APCO	9
AQUA Software Training (online or in-person)	Priority Dispatch Corporation	6
AQUA Training	Priority Dispatch Corporation	

Assisting Individuals in Crisis and Group Crisis	ICISF	27
Attendance & Scheduling	IMC/TriTech	7
Avoiding Burnout in a Challenging Work Environment	Academy Hour On-Line Solutions	4
Avoiding Burnout in a Challenging Work Environment 30 days (online)	Academy Hour	4
AWR 148: Crisis Management for School-Based Incidents – Partnering Rural Law Enforcement, First Responders, and Local School Systems (in person/online)	D.H.S/FEMA	8
BAPERN and Dispatch Best Practices	Greater Boston Police Council	4
BAPERN Training for 911 Dispatchers	Greater Boston Police Council	4
Basic Crisis Negotiations	National Tactical Officers Association	40
Basic Critical Incident Response (online)	Municipal Police Institute	4
Basic Cyber Security Concepts for Telecommunicators*ONLINE*	United Communications Solutions (USC)	4
Basic Emergency Communications Officer Course	SRR Training	40
Basic Fire Communications	The Public Safety Group	
Basic Life Support Instructor Essentials Course	The American Heart Association	7
Basic Medical Knowledge for Telecommunicators	United Communications Solutions	8
Basic Telecommunicator	The Public Safety Group	40
Best Practices of a Successful CTO: Training the Adult Learner	The Denise Amber Lee Foundation	9
Beyond Sandy Hook	NEMLEC Police Foundation/NEMLEC Police Foundation/Daniel Jewiss	
BLS (CPR/AED) for Health Care Providers	Basic Life Support (BLS)	4
Bomb Threat Assessment Training coordinated by Department of Fire Services, Office of the State Fire Marshal	MA State Police Bomb Squad, MA State Police Fire Investigation Unit, North Eastern MA Law Enforcement Council, STARS, and the Commonwealth Fusion Center	3
Boston Bombing, Lessons Learned	Daniel Linskey of the Daniel Group	
Breeding Success in your Training Program	The Public Safety Group	
Breeding Success In Your Training Program	Equature	8
Bring It On *online*	PEI Online	8
Bringing you're A Game to Fire/EMS Dispatching AKA: Advanced Fire/EMS Dispatching	NENA	
Building 911 LifeBridges to Suicide Callers (can be online)	Jim Marshall 911 Training Institute	8
Building an Effective Team	United Communication Solutions	8
Building for Excellence: Management and Leadership Tools for 911 Professionals	Profile Evaluations, Inc. (PEI)/The Public Safety Group	6 weeks
Building Resiliency & Understanding Stress	MPI	4
Building Your 911 Liability Shield Call Taker and Dispatch Training!	Public Safety Training Consultants	8
Bulletproof Leadership	Glidden Training and Consulting/MPI	8
Bullying and Negativity in the Communications Center	APCO	8
Burnout-How to Survive (In class or online)	Success Communications/Success 911	8
CAD User Training	Caliber Public Safety	16
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	
Center Supervisor *online*	Denise Amber Lee Foundation	24
Certified Public Safety Executive Program (CPE)	APCO	12 weeks online/ 9 days classroom
Certified Public Safety Executive Program (CPE) Alumni Retreat Day	APCO	8
Challenging Callers - Communicating with Children, the Elderly and the Mentally-Impaired	Profile Evaluations, Inc. (PEI)	
Change Management in 9-1-1 *on-line*	NENA Education & Training	7
Child Callers	Success Communications	8
CISM & Peer Support Dispatch Symposium	Sandra Scerra	4
CIT Overview and the Role of Dispatch	Patty Contente, Sara Gaer & Sgt. Mark Higginbottom-Andover Police	8
CIT Support Training for 9-1-1 *online*	International Crisis Intervention Team	8
CIT for Dispatchers	Middlesex County CIT-TTAC	8
CIT Training for Dispatchers - Central Mass Crisis Intervention Training	Open Sky	8
Civilian Dispatcher: Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)	4
CJIS and CORI Policy Training	DCJIS	4
CJIS and NCIC Training *can be online*	DCJIS	4
CJIS Training	DCJIS	4
CJIS Validation Training	Criminal Justice Information Systems (CJIS)	2
Combatting Complacency	Denise Amber Lee Foundation	4
Command Curriculum Train the Trainer	MEMA	22.23
Communication Center Liability	Equature	8
Communication Center Liability	The Public Safety Group	3 weeks
Communication Center Manager *online or in-person*	APCO / The Public Safety Group/NENA	40
Communication Center Manager Program	Fitch & Associates	
Communication Skills, Interpersonal Skills & Business Etiquette *online*	Fred Pryor Seminars	7
Communications Boot Camp, Building Interpersonal Communication Skills	Government Leadership Training	24
Communications Center Supervisor	APCO/ The Public Safety Group	32
Communications Center Supervisor Course	Equature	16
Communications for Responders	APCO	
Communications Training Officer	APCO / First Contact 911 / LLC / The Public Safety Group / Public Safety Training Consultants	16
Communications Training Officer	SRR Training/APCO	24
Communications Training Officer (CTO) 6th Edition Instructor Update	APCO	2
Communications Training Officer (CTO) 6th Edition Student Update	APCO	2
Communications Training Officer (online)	The Dispatch Lab/Denise Amber Lee Foundation	24
Communications Training Officer Instructor	APCO	40
Communications Training Officer Recertification	APCO	12
Communications Training Officer Training Day	MCSA and the APCO Atlantic Chapter	8
Communications Training Officer Workshop	Public Safety Training Consultants/American Emergency Preparedness	24
Communications Training Professional	Profile Evaluations, Inc. (PEI)/The Public Safety Group	

Communications Unit Technician Training (COMT)	Melissa Nazzaro, MA SWIC	40
Complacency - Cannibalism & Critical Thinking	Public Safety Training Consultants	
Complete Dispatcher Course	Commonwealth Police Service, Inc.	4 Days
Comprehensive NLETS	Department of Criminal Justice Information Services (DCJIS)	5
Comprehensive Quality Program	APCO	
Conflict Management	Success Communications	8
Considering Our Personnel & The Public	Commonwealth Police Service, Inc.	8
Constitutional and Criminal Law for Dispatchers and Call Takers in Massachusetts	Commonwealth Police Service, Inc.	
CrimeTracer (formerly known as CopLink X)	Massachusetts Fusion Center	2
Counseling Techniques/Conflict Resolution	EAP Network	1
Courtroom Testimony for 911 Call-Takers (in-person/online/on-demand)	Hanrahan Consulting	8
CPR	National CPR Foundation	2
CPR	SEMPTA	5
CPR (Adult High Quality CPR)	ECSI (Emergency Care and Safety Institute)	4
CPR/BLS	ShopCPR	4
CPR Certification & Recertification Utilizing the American Heart Association Curriculum	Emergency Medical Teaching Services	
CPR / First Responder BLS Instructor Course	Brian Geraghty, Instructor for the American Heart Association	24
CPR and AED	Links to Life/Glenn Nunes	4
CPR and First Aid Training (As of July 1, 2012 must be related to EMD)	When Seconds Count, Inc./Southeastern Massachusetts Police Training Association (SEMPTA)	
CPR and First Responder	Berkshire County Law Enforcement Council	8
CPR and First Responder - Certification/Recertification (As of July 1, 2012 must be related to EMD)	American Red Cross / American Heart Association / Comprehensive Medical Teaching Institute / Safety Program Consultants, Inc. / MPTC/ SEMPTA	8
CPR Recertification	American Processual Educational Services	3
CPR, AED, BLS Certification	Baystate Noble Hospital	5
CPR/First Responder	South Suburban Police Institute	7
CPR/First Responder/Suicide Prevention /Stress	Commonwealth Police Service, Inc.	16
Crimes in Progress	The Public Safety Group/Equature	8
Criminal Law & Procedure for 911 Call-Takers *can be online*	Hanrahan Consulting	16
Criminal Law for 911 Call-Takers (online or in-person)	Hanrahan Consulting	8
Criminal Procedure for 911 Call-Takers (online or in-person)	Hanrahan Consulting	8
Crisis Communications Skill Building for 911 Professionals	Public Safety Training Consultants	8
Crisis Communications, the Definitive Guide to Crisis Call Taking and Dispatching *on-line*	American Emergency Preparedness	8
Crisis Intervention	The Public Safety Group	8
Crisis Intervention Team for Dispatch	Officer Jay St. Ives, Clinician Megan Scott- Braintree Police	8
Crisis Intervention Team for Dispatchers	Behavioral Health Network, Springfield MA	8
Crisis Intervention Team Training	Open Sky	8
Crisis Intervention Team Training (CIT)	BHN Crisis Intervention Team Training and Technical Assistance Center/ Mass	40

	Department of Mental Health	
Crisis Intervention Training for Dispatch	Norfolk County/Brookline Police Crisis Intervention (CIT) and Technical Teaching and Assistance Center (TTAC)/National Alliance on Mental Illness (NAMI)	8
Crisis Leadership (Leadership lessons learned from The Boston Marathon Bombing)	MCSA	
Crisis Negotiations for Telecommunicators	APCO	8
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	Public Safety Group	4
Critical Incident Stress	Equature	8
Critical Incident Stress Awareness for Dispatchers	United Communications Solutions	4
Critical Incident Stress Debriefing	Commonwealth Police Service, Inc.	8
Critical Incident Stress Management/PEER Debriefer Certification Course	SRR Training	16
Critical Incident Total Disaster Response	Equature	8
Critical Incident Training	Ted Bourgeois/Waltham 911	7.5
Criticism & Discipline Skills for Managers and Supervisors	Fred Pryor/Career Track	8
CTO Course	Equature	16
Cultural Diversity-Ripped from the Headlines	The Public Safety Group/PEI	
Customer Service	First Contact 911 / LLC / PowerPhone, Inc. / The Public Safety Group	4 or 8
Customer Service in Today's Public Safety Communications Center	APCO	8
Customer Service Skills for Public Safety Professionals	Equature	8
Customer Service the 911 Way	Professional Dispatch Management/Public Safety Training Consultants	8
Cybersecurity in the PSAP	The Public Safety Group	
Dangerous Driving Calls for 9-1-1 call Takers (in-person/online/on-demand)	Hanrahan Consulting	8
Database Training	CentralSquare/IMC/TriTech	12 Hours-(2) 6-Hour Days **or** 18 hours-(3) 6-Hour Days
DCJIS Criminal Justice Information Systems (CJIS) and Criminal Offender Record Information (CORI) Policy Training	CJIS Support Services	
Deaf Culture and TDD Training (on-line)	911 Heroes	4
Dealing with Difficult Callers	United Communications Solutions	4 or 8
Dealing with Difficult Coworkers	United Communications Solutions	8
Dealing with Difficult People	Fred Pryor/Career Track/Municipal Police Institute/SRR Training	8
December TERT Training	Katrina Shamshak	4
De-Escalation Calming Intense Situations *on-line*	Academy Hour	2
De-escalation for Mental Health Calls A course for First-Responders & 911 Call-Takers (offered online)	Hanrahan Consulting	8
De-escalation Training for Dispatchers (online)	KT Kim Turner LLC	8

Defeating Dispatch Center Drama to Ensure Peak Performance	Public Safety Training Consultants	
Defining Leaders, CPE 202	APCO	43
Defusing Comm Center Conflict	The Healthy Dispatcher	9
Delivering Exceptional Customer Service (can be online)	United Communications Solutions	4 or 8
Delivering Great Customer Service…When Dealing with Impossible People	The Health Dispatcher	8
De-Stress and Get More “Me” Time for Emergency Dispatchers	The Healthy Dispatcher	
Difficult Conversations	Academy Hour On-Line Solutions	2
Disaster Operations and the Communications Center	APCO	
Disaster Planning for the PSAP	NENA	
Disasters and the Dispatcher - Expecting the Unexpected	PowerPhone, Inc	8
Disasters of Uncertainty (online)	The International Critical Incident Stress Foundation (ICISF)	3
DIScover the People Centered- Leadership Perspective	On Scene First, Tracy Eldridge	8
Dispatch Basic Review-911 & CJIS (online)	United Communications Solutions (UCS)	4
Dispatch Communications During Major Incidents and Large Scale Events	Progressive Law Enforcement Consultants	4
Dispatch Emotional Survival for Communications Personnel	SRR Training	8
Dispatch Judo - Verbal Defense and Influence for Emergency Communications	PowerPhone, Inc	16
Dispatch Legal Issues (offered online)	Lieutenant Justin Hanrahan, Esq./Hanrahan Consulting	8
Dispatch Mission Critical Leadership for 9-1-1 Communications	SRR Training	8
Dispatch Refinement: Take Your Culture from Threatening to Thriving & Mastering Effective Communication and Difficult Conversations	MassNENA	8
Dispatch Response to Active Killers (D-RAK)	The RAK Academy	15 or 16
Dispatch Response to Domestic & Sexual Violence; Safety & Evidentiary Concerns	Progressive Law Enforcement Consultants LLC	4
Dispatch Review- Call Type and CJIS	United Communications Solutions (UCS)	4
Dispatch Review- Domestic Violence and Suicidal Callers (online)	United Communications Solutions (UCS)	4
Dispatch Review- Elderly Response and Suicidal Callers	United Communications Solutions (UCS)	4
Dispatch Review- Fire Incidents and the Dispatcher (online)	United Communications Solutions (UCS)	4
Dispatch Review- Life Threatening Incidents	United Communications Solutions (UCS)	4
Dispatch Review- PARS and Hazmat Incidents	United Communications Solutions (UCS)	4
Dispatch Review- Quality Assurance and the Telephone	United Communications Solutions (UCS)	4
Dispatch Supervisor	Fred Pryor/Career Track	
Dispatcher & Call Taker: Essential Training	Law Enforcement Dimensions (John Sofis Scheft, Esq.)	8
Dispatcher and Active Shooter Incidents (online)	Municipal Police Institute	4
Dispatcher Crisis Communications Skills (online/in person)	Kim Turner, LLC	8
Dispatchers and the Swatting Call: What to Know and How to Respond *on-line*	Commonwealth Police Legacy, Inc	4
Dispatcher’s Role in Search & Rescue for Alzheimer’s &	SRRTraining, Renee B. Meador	8

Dementia Patients		
Dispatcher's Better Understanding of Mental Illness	Commonwealth Police Service, Inc.	8
Dispatchers response to persons with mental illness (online)	Municipal Police Institute	4
Dispatcher's Role in Times of Disaster	Commonwealth Police Service, Inc.	4 or 8
Dispatchers/Call Takers First Responder Training (Online)	Municipal Police Institute	4
Dispatching Like You Mean It	R9 Training	
Domestic Abuse Dispatcher Training	The Public Safety Group	
Domestic Terrorism	United Communication Solutions	8
Domestic Terrorism Incidents for Telecommunicators	United Communications Solutions	4
Domestic Violence	United Communication Solutions	8
Domestic Violence	Equature	8
Domestic Violence/The Emergency Communication Center Response*online*	Municipal Police Institute	4
Domestic Violence Classes for Dispatchers	Municipal Police Training Council/ PowerPhone, Inc. /Profile Evaluations, Inc. (PEI)/The Public Safety Group	4 or 8
Domestic Violence for Communications Professionals	Officer Michael Lariviere	8
Domestic Violence Handbook for Emergency Communications	SRR Training	8
Domestic Violence Intervention	PowerPhone, Inc. / The Public Safety Group	8
Domestic Violence Responses for Dispatchers	United Communications Solutions	4
Domestic, Youth, & Family Violence	PSTC Instructor	
Drugs, Brain, and Behavior	The Academy Hour	4
Dynamics of Domestic Violence : Handling Domestic Violence Calls (offered online)	Hanrahan Consulting	
ECATS Training	ECATS	2
ED-Q Certification Course- Refresher	Priority Dispatch Corporation	8
ED-Q Recertification	Priority Dispatch Corporation	
ED-Q Training	Priority Dispatch Corporation	
Effective Feedback & Handling Criticism	Denise Amber Lee Foundation	4
Effective interventions with Persons with Alzheimer's and Dementia for Dispatcher and Call takers (classroom/online)	Municipal Police Institute	4
Effective Supervision Training Event for 911 Telecommunicators	The Healthy Dispatcher	
Effectively Managing Problem Employees (online)	Training Force USA	4
Electrical Safety (online)	National Grid First Responder Utility Safety Training Program	3
Elite Continuous Training	Equature	8
EMD Certification Course-Refresher	Priority Dispatch Corporation	8
EMD Online Medical Portion Only	APCO	
EMD Q Day	Trinity Ambulance	8
EMD: Special Medical Considerations	Cape & Islands EMS	4
Emergency Communications and Customer Service (online)	E Law Enforcement Learning	8
Emergency Fire Dispatch	Priority Dispatch Corporation	
Emergency Medical Dispatch - Instructor Recertification Program	APCO	
Emergency Medical Dispatch - Manager	APCO	8

EMD Mentor	Priority Dispatch	24
Emergency Medical Dispatch - Protocol Software Training	APCO /PowerPhone /Priority Dispatch Corporation	
Emergency Medical Dispatch - Q Certification Course *can be online*	Priority Dispatch Corporation	24
Emergency Medical Dispatch - Q Certification Course *can be online*	Priority Dispatch Corporation	16
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, Inc.	
Emergency Medical Dispatch 5.4 (Online course)	APCO	
Emergency Medical Dispatch Certification	APCO/PowerPhone, Inc.,/Priority Dispatch Corporation/Emergency Service Consulting	
Emergency Medical Dispatch Certification (Online)	PowerPhone, Inc.	
Emergency Medical Dispatch QA Certification/Recertification Online	APCO /PowerPhone /Priority Dispatch Corporation	
Emergency Medical Dispatch Reciprocity	APCO	
Emergency Medical Dispatch, 5th Addition, Version 2, Instructor Upgrade.	APCO	
Emergency Medical Dispatch, 5th Ed. Version 4 *online*	APCO International	32
Emergency Medical Dispatch: MPDS Version 13 Update (online)	Priority Dispatch Corporation	
Emergency Medical Dispatch-Advancement Series-Continuing Education Modules	Priority Dispatch Corporation	4
Emergency Medical Dispatch-Concepts	APCO	
Emergency Medical Dispatcher - Instructor Course	APCO/National Academies of Emergency Dispatch	
Emergency Mental Health Dispatching (can be online)	911 Training Institute	8
Emergency Mental Health Dispatching Training *Online or in person*	Priority Dispatch	3 days/27
Emergency Operations Center Management and Operations	MEMA	8
Emergency Police Dispatch	Priority Dispatch Corporation	
Emergency Preparedness	Massachusetts Bay Commuter Railroad (MBCR)	
Emergency Technology Forum	APCO	16
Emergency Telecommunicator (Train-the-Trainer)	Priority Dispatch Corporation	
Emergency Telecommunicator Certification Course	AMR Natick	
Emergency Telecommunicator Course (ETC)	Priority Dispatch Corporation	40
Emerging Threats: Clandestine Lab Awareness-The Public Safety Response to Clandestine Drug & Explosive Labs / Clandestine Lab Recognition Course	Jon Devine Northampton Fire Rescue Hazmat Response Team	3
Emotional Intelligence for Comm Center Success	The Healthy Dispatcher	8
Enhanced Caller Management (online)	NENA	6
Enhancing 9-1-1 Operations with Automated Abandoned Callback & Location Accuracy (online)	Motorola Solutions	1
Enhancing Response, Protecting Dignity: Disability Tips and Tools for First Reponders	Western Region Homeland Security Advisory Council	8
Enhancing Your Emotional Intelligence	Cambridge Personnel Department	7
ENP Bootcamp	Ty Wooten/911der Women	8
ENP Certification TEST	NENA	3
ENP Study Group (online)	NENA for the ENP Exam	6
Ensuring Effective Communication for Telecommunicators (online)	United Communication Solutions, LLC (UCS)	4

EOC Management and Operations Course	MEMA	7
Equature Mentor Performance Suite (online/ondemand)	Equature	24
Essential Skills for First Time Manager or Supervisor	Fred Pryor Seminar	8
Essential Training for Enhanced Effectiveness	Law Enforcement Dimensions (John Sofis Scheft, Esq.)	
Establishing a Powerful Mentoring Program *on-line*	Fred Pryor Seminar (Pryor Learning)	3
ETC Fire Certification	Priority Dispatch Corporation	40
ETC Medical Certification	Priority Dispatch Corporation	40
ETC Police Certification	Priority Dispatch Corporation	40
ETC-1 Fire Certification	Priority Dispatch Corporation	24
ETC-1 Medical Certification	Priority Dispatch Corporation	24
ETC-1 Police Certification	Priority Dispatch Corporation	24
Ethical Considerations in Dispatch - Not "Just A Dispatcher"	R9 Training	
Ethics	Success Communications	
Ethics an Understanding	Municipal Police Institute	
Ethics and Well Being	The Academy Hour	1
Evaluating Call-Taker/Dispatcher Job Skill	Benchmark Professional Seminar, Inc.	
Evidence and Toxicology Lab	The Academy Hour	1
Excited Delirium for Dispatchers (classroom/online)	Municipal Police Institute	4
Executive Leadership in Action, CPE 303	APCO	42
Face That Fire	Denise Amber Lee Foundation	8
FEMA 2200	FEMA	4
FEMA 2300	FEMA	6
FEMA IS 240	FEMA	3
FEMA IS 241	FEMA	2
Fire Communications	The Public Safety Group	16
Fire Communications Course	Equature	16
Fire Dispatch Basics: Incidents and Insights *online*	United Communications Solutions, LLS	4
Fire Dispatch Basics: Firefighter Safety *online*	United Communications Solutions, LLS	4
Fire Service Communications (classroom/online)	APCO	
Fire Service Communications 3rd Edition	APCO	32
Fire Service Communications 3rd Edition Student Update	APCO	2
Fire Service Communications Instructor	APCO	
Fire Service Communications Instructor 3rd Edition	APCO	2
Fire Service Dispatch Certification/Re-Certification	PowerPhone, Inc.	
Fire Service Resources in Norfolk County	Norfolk County Fire Chiefs Association	6
Firefighter Safety for the Dispatcher	United Communications Solutions	8
First Aid/CPR/AED Instructor – BL-r.21	American Red Cross	8
First Responder	Northampton Fire Department	24
First Responder	Massachusetts Criminal Justice Training Council	4
First Responder & HCP CPR/AED Training	Critical Knowledge Inc.	24
First Responder Certified	PowerPhone, Inc.	
First Responder CPR Instructor Recertification	Springfield Technical Community College	8
First Responder Round Table	The Public Safety Group	4
First Responder Training	Alzheimer's Association	3
Focus|Achieving your Highest Priorities -Time Management Workshop (for Managers and	FranklinCovey	8

Supervisors Only)		
For Dispatchers Only - Surviving in the Communication Center Environment	Public Safety Communication Management Services	16
For Dispatchers: Serving Yourself and the Public	Law Enforcement Dimensions – John Sofis Scheft, Esq	8
Foundations of Emergency Mental Health Dispatching (can be online)	Jim Marshall 911 Training Institute	8
Friend or Foe? New Supervisors Guide to Success	SRR Training	8
From Communicator to Crisis Manager: Dispatching in the 21st Century	SRR Training	
Fundamentals of Tactical Dispatch	APCO	16
Grant Writing, How to Get What You Need When You Need It	MPI	6
Hacked, Attacked, Where's That	The Public Safety Group	8
Handling Callers with Mental Health Issues	SRR Training	8
Handling Domestic Violence Calls	Professional Dispatch Management	
Handling mental health, Cognitive Impairment, and Substance Abuse Calls for 9-1-1 Call Takers. (offered online)	Hanrahan Consulting	8
Handling Missing Persons & Abducted Children for the Communication Center	Commonwealth Police Legacy, Inc.	8
Handling Suicide Callers - What Public Safety Dispatchers Must Know About Handling Potential Suicide Calls & Active Suicide Calls	Commonwealth Police Service, Inc.	
Health & Wellness Issues for Dispatch	Commonwealth Police Service, Inc.	4
Hexagon CAD System Administration- Core Training	Hexagon	32
Hexagon CAD System Administration- Introduction Training	Hexagon	24
High Risk! 911 & Dispatch Training	Public Safety Training Consultants	8
High Voltage Emergency Awareness	MASS Dept. of Fire Services (DFS)	4
Hiring Right for 911 2nd Edition (online)	PEI 911 On-Line	20
Homeland Security for Telecommunicators	PowerPhone, Inc	8
Hope in the Midst of Chaos *can be online*	The Denise Amber Lee Foundation	4 or 8
Hope in the Midst of Chaos: The Las Vegas Shooting Story (online)	The Denise Amber Lee Foundation	8
Hostage Negotiation	Equature	8
Hostage Negotiations	PowerPhone, Inc /The Public Safety Group	8
Hostage/Crisis Negotiations for Emergency Communications Officers	SRR Training	16
Hostage/Crisis Negotiations for First Responders	Team Training Associates	8
How to be an Assertive Manager or Supervisor	Fred Pryor Seminar	7
How to Build a Great Workplace Culture (online)	Harpers Payroll Services	3
How to Communicate with Tact & Professionalism	Fred Pryor Seminar/Career Track Training	16
How to Deliver Exceptional Customer Service	Fred Pryor Seminar	
How to Improve Employee Accountability	Fred Pryor Seminar	
How to Make Training A Priority with No Budget and Dispatch Wellness Among the Mandatory Overtime and Energy Drinks	APCO	8
How to Manage Emotions Under Pressure	Fred Pryor Seminar	
How to Save a Life; Yours!	The Public Safety Group/Equature	8
How to Supervise People	Fred Pryor Seminar	
How to Survive Bad Attitudes and Negative Behaviors	Fred Pryor Seminar	7

How To Survive Dispatch Stress	Commonwealth Police Service, Inc.	8
Human Trafficking for Dispatchers	Municipal Police Institute (MPI)	
Human Trafficking and Preparedness for 9-1-1 Professionals (online)	The Denise Amber Lee Foundation	8
Human Trafficking Awareness for the 9-1-1 Professional	The Denise Amber Lee Foundation	8
Human Trafficking Preparedness for the 9-1-1 Professional (in-person)	The Denise Amber Lee Foundation	9
Hurricane Katrina Lessons Learned	Professional Dispatch Management	
ICAT/Integrating Communication, Assessment and Tactics	Municipal Police Institute (MPI)	4
Identifying the Imposter	Identifying the Imposter/James Scott	8
If They Are the Problem, Why Do I Have to Change?	On Scene First	4
ILO - Recruit, Hire, Retain, & Promote for Success (online)	NENA Education and Training	6
IMC System Manager Training	TriTech Software Systems	
IMC/TriTech Software Systems	IMC/TriTech	
Implicit Bias for Dispatchers and Call Takers	MPI	4
In Progress-911 Dispatch Training	Public Safety Training Consultants	
Incident Command & Scene Operations for Dispatchers (online)	United Communications Solutions (UCS)	4
Incident Command and Scene Operations for Dispatchers	United Communications Solutions	8
Incident Communication Center Manager (INCM) Virtual/Online	All Hazards Incident Communications Center	24
Incident Dispatcher - Fire, Tactical, All Risk/All Hazard	First Contact 911 / LLC	16
Incident Response to Terrorist Bombing	Homeland Security	4
Incident Response to Terrorist Bombings (IRTB), awareness and Prevention of and Response to Suicide Bombing Incidents (PRSBI), Awareness	MEMA	8
Incident Tactical Dispatcher (INTD)	DHS/CISA/MEMA	32
Incivility in the Workplace	Success Communications	
Individual and Group Crisis Intervention (GRIN)	Sandy Scerra, Consultant for International Critical Incident Stress Foundation	27
Individual Crisis Intervention and Peer Support and Group Crisis Intervention Training (ICISF)(GRIN)	Merrimac Valley Training Center Inc (MVTC)	24
Individual Crisis Intervention and Peer Support and Group Crisis Intervention (GRIN)	DFS	27
Inner Resilience for First Responders: Mindfulness & Wellbeing for the Front Lines	Western Region Homeland Security Advisory Council (WRHSAC)	8
Instructor Techniques Enrichment	APCO	
Instructor Techniques for General Instructors	APCO	
Interacting with Autistic Persons	Officer David Muri, Buddies with Badges	8
Intermediate Administrative	IMC/TriTech	
Intermediate Dispatch Training	IMC/Triteck	
Internal ECO Recert - Modules 1, 2, and 3 (8 Hours)	SRR Training	
International Academy of Emergency Dispatch Priority Dispatch MPDS v13.0 Upgrade	Priority Dispatch	
Intro to Terrorism: Boston Marathon Case Study	Captain Phillip Terenzi, Boston Police	4-5
Introduction to 911 Management	The Public Safety Group	
Introduction to Crisis Intervention	APCO Virtual College (AVC)	
Introduction to Executive Leadership, CPE 101	APCO	43
Introduction to Hostage Crisis Protocol for	SRR	8

Dispatchers		
IS-00100.c Introduction to Incident Command System	FEMA	2
IS-00200.c Basic Incident Command System for Initial Response	FEMA	4
IS-1200 Telecommunicator Emergency Response Taskforce Team Leader Course	FEMA	4
IS-144 Telecommunicators Emergency Response Taskforce (TERT) BasicCourse	FEMA	
IS-144 Telecommunicators Emergency Response Taskforce (TERT) BasicCourse (online)	FEMA	3
IS-242b/IS-242c Effective Communication (online)	FEMA	8
IS-5.A: An Introduction to Hazardous Materials	FEMA	
IS-700.B: Intro to National Incident Mgmt System	FEMA	3.5
IS-703.B: National Incident Management System Resource Management	FEMA	3.5
IS-800 National Response Framework, an introduction	FEMA	3
IS-904: Active Shooter Prevention: You Can Make a Difference	FEMA	1
IS-906 Basic Workplace Security Awareness	FEMA	1
IS-907 Active Shooter: What you can do	FEMA	1
It's Your Ship! – Leadership - Navigating the Waters of Your Communications Center	MCSA	3.5
January TERT Training	Katrina Shamshak	4
Keeping Your Cool : Dealing with Difficult Co-Workers	United Communications Solutions	8
Law Enforcement Communications Instructor	APCO	
Law Enforcement Communications, (classroom/online)	APCO	32
Law Enforcement Dimensions: Domestic Violence & Court Testimony	Law Enforcement Dimensions	8
Law Enforcement Dispatch Certification	PowerPhone, Inc.	16
Law Enforcement Dispatch Re-Certification	PowerPhone, Inc.	8
Laws Academy – Social Media Fundamentals	Laws Communications	
Lead, Follow, or Get Out of the Way (online)	Equature	1
Lead, Follow, or Get out of the Way	The Public Safety Group	8
Leadership Academy 52-Wk Series	The Academy Hour	12
Leadership Certificate Program (Registered Public-Safety Leader)	APCO Institute	12 months
Leadership During Crisis	United Communication Solutions	8
Leadership for the Future	Mello Consulting & Training	16
Leadership for the Low Man	SRR Training	8
Leadership in the 9-1-1 Center	NENA	6
Leadership Team-Building and Coaching Skills for Managers & Supervisors	Fred Pryor Seminars	7.5
Leading Before, During and After a Crisis, Lessons Learned Case Study of the Boston Marathon Attack	Retired Chief Daniel Linskey of Kroll Associates, Inc.	8
Leading From Any Chair (online)	NENA	1
Leading on Purpose *virtual classroom*	Professional Development Academy	8
Leading With Emotional Intelligence	Cambridge Personnel Department	7

Legal and Practical Issues	Commonwealth Police Service, Inc.	
Legal Issues for Massachusetts Call Takers & Dispatchers (Sworn & Non-Sworn) (can be online)	Commonwealth Police Service, Inc.	
Legal Update & Procedures for Police Dispatchers and Call-Takers (online) (classroom)	Municipal Police Institute	4
Legal Update & Procedures for Police Dispatchers and Call-Takers Part II	Municipal Police Institute	4
Lessons Learned – Sandy Hook Elementary School – A Telecommunicators Perspective	Maureen Will, Director of Communications, Newtown, CT	4
Lessons Learned from the Denise Amber Lee Case	The Public Safety Group	
Lessons learned from the Denise Lee tragedy: Where are we a decade later? (online webinar)	Nathan Lee of the Denise Amber Lee Foundation	1.5
LGBTQIA+ First Responder Training	Sunderland Fire Department, Firefighter Matthew Morin	3
Liability for 911 Emergency Dispatching	Municipal Police Institute	4
Liability Issues in the 9-1-1 Center	NENA	6 hrs online 8 hrs inperson
Life Management, Not Just "Stress Management"	SRR Training	8
Lives on the line: The Dispatcher and Domestic Violence	Municipal Police Institute	4
Lives on the line: The Dispatcher and Domestic Violence	Municipal Police Institute	
LoJack Safety Net Program	LoJack Corporation	
LoJack Safety Net Training	Plymouth County Sheriff's Department	4
Making the Transition from Staff to Supervisor	Fred Pryor Seminar	7 or 8
Management vs. Leadership	United Communications Solutions	8
Manager Certification Program (CMCP) Alumni Seminar	NENA	8
Managing Crisis Calls	First Contact 911/LCC	
Managing Multiple Priorities, Projects and Deadlines	Fred Pryor Seminar	
Managing Others: Performance	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3
Managing Others: Respectful Workplace, Conflict & Inappropriate Behaviros	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3
Managing Public Criticism	The Academy Hour	1
Managing Self and Others: Communication and Feedback	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3
Managing Self: What's My Type	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3.5
Managing Stress via the Management of Emotions, Communication & Time - Instructor Course	Impact America Educational Services	
Managing Suicidal Persons	SRR Training	8
Managing the System: Progressive Discipline, Policies and Resources	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3
Managing the Work: Planning, Organizing and Delegating	Supervisory Leadership Development Program presented by Massachusetts Municipal Personnel Association	3
March TERT Training	Katrina Shamshak	4
Marijuana & the Workplace (online)	Harpers Payroll Services	3
Massachusetts Call Center Best Practices Initiative for Cases of Missing & Exploited Children Seminar for Call	National Center for Missing & Exploited Children	

Center Managers		
Massachusetts Telecommunicators Training Summit	APCO Atlantic Chapter, MCSA and Framingham State University Police	6 or 8
May TERT Training	Katrina Shamshak, Glenn Field, National Weather Service	4
Mayday	Belchertown Fire Department	8
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	MEMA	5
Mental First aid for Public Safety	USA Mental First Aid	8
Mental Health and Wellness for Public Safety Professionals	Hanrahan Consulting	8
Mental Health First Aid (in-person)	Middlesex County Crisis Intervention Team Technical Training Assistance Center (TTAC)	8
Mental Health First Aid (MHFA) (in-Person)	Municipal Police Training Council	7.5
Mental Health First Aid	Plymouth Suicide Prevention Coalition	8
Mental Health First Aid	National Council for Community Behavioral Healthcare	8 or 12
Mental Health First Aid	(Ret) Lt. Martin Baker	8
Mental Health First Aid for Public Safety	Advocates/Captain Joe Coffey (Ret. Warwick, RI PD)/ Certified Mental Health Counselor, Matthew Page-Shelton Instructor for Mental Health First Aid USA/Mental Health First Aid USA	8
Mental Health First Aid Training	Open Sky Community Services	8
Mental Illnesses & Disorders	The Academy Hour	2
Minimizing Caregiver Trauma in Emergency Response/Medicine	The Academy Hour	2
Missing and Exploited Children Introduction (MECINTRO)	National Center for Missing and Exploited Children (NCMEC)	45 mins
Missing and Exploited Children for Telecommunicators (MECTEL)	National Center for Missing and Exploited Children (NCMEC)	45 mins
Missing and Exploited Children for PSAP Supervisors, Evaluators, and Trainers (MECSET)	National Center for Missing and Exploited Children (NCMEC)	45 mins
Missing and Exploited Children for PSAP Executives (MECEXEC)	National Center for Missing and Exploited Children (NCMEC)	45 mins
Missing Children: Dynamics & Response 1 (MCDR1) (online)	National Center for Missing & Exploited Children	3
Missing Persons for 911 Call-Takers and Investigators (offered online)	Hanrahan Consulting	
Missing Persons Reports for Dispatchers *ONLINE*	United Communications Solutions (USC)	4
Multi Line Telephone Systems (MLTS) Workshop for Managers, Dispatchers and I.T. Personnel	State 911 Department	2
Multi-Agency Interoperability & On-Scene Awareness Made Possible with Apps on FirstNet	APCO	1
Multi-Agency Response to Active Shooters & Hostile Events (can be online)	Municipal Police Institute (MPI)	4
Multiple Unit Agency Response for Fire	APCO	
Natural Gas Safety (online)	National Grid First Responder Utility Safety Training Program	3 or 3 1/2
Negativity in the Communications Center *online*	United Communcations Solutions (UCS)	4
Negativity is Contagious!	United Communication Solutions	8
Next Gen 9-1-1 Admin Class	State 911 Department	4

Next Gen 9-1-1 Refresher Training	State 911 Department	8
Next Gen 9-1-1 Refresher Training (In-house)	State 911 Department	4
Next Gen 9-1-1 Refresher Training *online*	State 911 Department	8
Next Generation 9-1-1 Transition Training	State 911 Department	8
NICE Inform R10 System and End-User Training Agenda Evaluator & Template Designer	NICE	6
NICE Inform R10 System and End-User Training (Inc. Organizer)	NICE	12
NICE Inform R9.1 System & End User Training Remote via WebEx	NICE	2 days-6 hrs/day
NIMS ICS All-Hazards Communications Unit Leader Training	FEMA	24
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, Classroom	
Non-Emergency Call Handling	PowerPhone, Inc.	8
Non-Fatal Strangulation & Intimate Partner Violence Best Practice Response	Northwestern District Attorney David E. Sullivan & Western Massachusetts Emergency Medical Services Committee, Inc.	5
NSC CPR & AED	National Safety Council	4
Officer Down- What Dispatchers Need to Know	Professional Dispatch Management	
ONLINE 911 Emergency Dispatching; Crisis Negotiations for Dispatchers and First Responders (online)	Commonwealth Police Legacy, Inc.	4
Online Universal Telecommunication Essentials Course (OUTEC)	Priority Dispatch	3
OnStar Public Safety Training (online)	OnStar	1
Operation RAILSAFE	AMTRAK	13
Opioid Overdose-Responding to Persons in Crisis	Municipal Police Institute	
Overcoming the Stigma 52-Wk Series	The Academy Hour	12
Passenger Rail MCI Training	WRHSAC & Amtrack	8
Peer Support	Metro Boston 911 Peer Support	8
People Driven Leadership	The Healthy Dispatcher	8
People Manager Qualification (PMQ) (online)	Society for Human Resource Management	20
Performance Appraisal	EAP Network	1.5
Performance Evaluation Essentials	Glidden Training and Consulting	8
Personal Strategic Planning Guide	The Academy Hour	1
Planes, Trains & Automobiles! – 911 & Dispatch Training	Public Safety Training Consultants	8
Planning to Thrive as a CISM Provider (online)	The International Critical Incident Stress Foundation (ICISF)	8
Police Dispatchers/Dealing in Disaster (online)	Municipal Police Institute	4
Police Records Management	IMC/TriTech	28
Police Suicide Awareness	SRR Training	8
Police Threats: Managing Fear and Panic Response	The Academy Hour	2
Positive Interaction with Difficult People for Emergency Dispatchers	The Healthy Dispatcher	4
Post Traumatic Growth	The Academy Hour	2
Practicum Assessor Certification (PAC)	PowerPhone	8
Preparing for an Active Threat and Mass Casualty	Mass Fire Academy	8
Preparing Your Communications Center for Severe Winter	The Denise Amber Lee Foundation	4
Preventing Telecommunicator Tunnel Vision	NENA	6 hrs online 8 hrs inperson

Priority Dispatch ProQA & AQUA Reports Training	Priority Dispatch	4
Priority Dispatch System Administer Training	Priority Dispatch	4
Procedures and Response to Pandemic Emergencies (online)	MPTC	3
Professional Dispatch Class	Success Communications, Inc.	8
Project Management Workshop	Fred Pryors Seminar	7
ProPhoenix Police WDA/RMS Training	ProPhoenix Corporation	16
ProQA & AQUA Reports Training	Priority Dispatch	4
ProQA Medical (self-paced)	Priority Dispatch	4
ProQA Medical (remote)	Priority Dispatch	4
Protecting Law Enforcement Responders	PowerPhone, Inc.	8
Protocol 41: Caller in Crisis (1st Party only) *online*	International Academies of Emergency Dispatch/Priority Dispatch	4
Providing Exceptional Services – "What If It Were Family?"	Public Safety Training Consultants	8
PSAP In-House Instructor NG911 – Day 1	State 911 Department	8
PSAP In-House Trainer Workshop	State 911 Department	2
PSAP Site Visit	State 911 Department	2 or 3 or 4
Psychological First Aid (In-Person)	Advanced CIT	8
Public Records Law (offered online or in classroom)	Hanrahan Consulting	4
Public Records Law Seminar	Commonwealth Police Service	
Public Safety Communication Staffing and Employee Retention	APCO	8
Public Safety Communications Training	NickersonPR	
Public Safety Customer Services-Considering our Personnel & The Public	R9 Training	
Public Safety Leadership Program	Gordon Graham	6
Public Safety Telecommunicator - 6th Edition	APCO	40
Public Safety Telecommunicator - 6th Edition, Version 2, Instructor Upgrade	APCO	40
Public Safety Telecommunicator 1 - 7th Edition	APCO	40
Public Safety Telecommunicator 1 - 7th Edition Recertification	APCO	
Public Safety Telecommunicator 1 - 7th Edition Student Upgrade	APCO	
Public Safety Telecommunicator 1 (classroom/online)	APCO	40
Public Safety Telecommunicator 1 (PST1) Instructor	APCO	40
Public Safety Telecommunicator 1 (PST1) Instructor - Recertification	APCO	
Public Safety Telecommunicator Course	PowerPhone, Inc.	40
Qualities of a Leader	United Communication Solutions, LLC	8
Quality (not just Customer) Service	SRR Training	8
Quality Assurance – Strategies for Best Practices & Tips for Success!	Priority Dispatch	2
Quality Assurance & Improvement for Dispatchers (online)	United Communication Solutions, LLC (UCS)	4
Quality Assurance: Achieving QA/QI in the PSAP	Nena	6
Quality Assurance Evaluator (online or in-person)	Denise Amber Lee Foundation	16
Radio Fire Alarm Box Course	L. W. Bills Company	8
Radio Master Boxes Systems and Procedures	East Coast Security Systems	
Railroad Awareness for 911 Dispatchers	INSTRUCTIONAL UNIT: Public Safety/Private	4

	Corporation Partnership INSTRUCTOR(S): David Nagy, Pan Am Railways; Cameron Dunbar, Massachusetts State Police Communications	
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	DFS	6 or 8
Rapid SOS (classroom)	Tracey Eldridge, Rapid SOS	2
Rapid SOS PSAP Training (online)	rapidsos.com	1
Real World Approach to Incident Command System	Massachusetts Fire Academy	8
Receiving Swatting Calls in the 911 Call Center *online*	United Communication Solutions (UCS)	4
Recognizing Autism -What Public Safety Dispatchers Must Know About Calls Regarding Persons with Autism	Commonwealth Police Service, Inc.	
Recruitment and Retention Seminar	MCSA	8
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	
Renovation Time: Rebuilding Your 9-1-1 Foundation (online/in person)	On Scene First	8
Report Writing for Warriors	The Academy Hour	3
Responding to and Investigating Bomb Threats and Swatting Hoaxes *ONLINE*	FBI & MA State Police	1
Rewind	PowerPhone, Inc.	
ROCC In-House Academy Training FY20	Joseph Crean & Mike Mahoney	40
RPL -(Registered Public-Safety Leader)- Leadership Certificate Program	APCO Institute	
Saving Lives on Both Sides of The Call	On Scene First	4
School Shooting Response for Dispatchers	United Communications Solutions	4
School Shootings: A Crippling Problem	United Communications Solutions	8
School Violence – Lessons Learned – Planning-Prevention-Response 911 Dispatch and Responder Training (8 hours)	Public Safety Training Consultants	
Search & Rescue Operations for Dispatchers (online)	United Communications Solutions (UCS)	4
Second Annual Communications Symposium	UMass Memorial Life Flight EMS Communications Center	8
Sexual and Domestic Violence on College Campuses	PowerPhone, Inc.	8
Sexual Harassment and other forms of Harassment in Dispatch	Indigo Consulting, Compliance, and Training	4
Sexual Harassment in the Dispatch Center	Professional Dispatch Management	
ShotSpotter Dispatch Application Training (online)	ShotSpotter	30 mins
Signal Operator Police In Service Training day	Commonwealth Police Service, Inc.	
Signal Operator In-Service Training	Commonwealth Police Service, Inc.	
Simulation-Based Dispatcher Training	BowMac Educational Services, Inc.	16
Situational Awareness and the Telecommunicator	United Communications Solutions	4

Skywarn	National Oceanic and Atmospheric Administration	2.5
SMART 911 Training - Onsite	RAVE Mobile Safety	4
Social Media Basics for First Responders (Classroom & Virtual Class)	John Guilfoil Public Relations (JGPR)	4.5
So You Want To Be A Better Instructor?	SRR Training	24
SOP Development: Refining & Enhancing your 9-1-1 Center	NENA Education and Training	7.5
Spanish for 9-1-1 Dispatchers *online*	Texas A&M Engineering Extension Services/Spanish on Patrol	20
Spotting a Lie	The Academy Hour	1
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	
Staying Strong in a Challenging Environment	The Academy Hour	2
Step Up & Lead	Deputy Fire Chief Viscuso, retired	4
Sticks and Stones May Never Hurt Me…But Your Words Can	Dr. Heidi K. Feldman, PHD, EMD	4
Strategic and Tactical Communications	MCSA	2
Stress It's All In Your Head	Equature	8
Stress Management	The Public Safety Group	
Stress: "It's All In Your Head"	Profile Evaluations, Inc. (PEI) /The Public Safety Group	3 weeks
Suicidal Crisis & Emotional Distress	United Communication Solutions, LLC	8
Suicide Awareness: An Introduction for Crisis Responders (online)	The International Critical Incident Stress Foundation	14
Suicide Explained	The Academy Hour	1
Suicide Intervention & Prevention *online*	MPTC	4
Suicide Prevention	Billerica Police Department-John T. Greenhalgh	4
Suicide Prevention, Intervention and Postvention	Department of Fire Services	
Suicide Prevention, Intervention and Postvention	International Critical Incident Stress Foundation, Inc. (ICISF)	14
Suicide Prevention/Stress/Customer Service/Report Writing	Commonwealth Police Service, Inc.	16
Suicide Risk and Prevention: Question, Persuade and Refer (QPR)	Riverside Community Care	3
Supervising Problem Employees for Dispatch Supervisors	Professional Dispatch Management	16
Supervision and Management of Public Safety Communication Centers	Public Safety Communication Management Services	24
Supervision and Management Skills for Dispatch Supervisors/Liability for Supervisors	Municipal Police Institute	
Supervision and Management Skills for Emergency Communications Supervisors	SRR Training	16
Supervisor	The Public Safety Group	16
Supervisor Refresher: Getting Evals Right!	SRR Training	8
Supervisor Workshop	Public Safety Training Consultants	16
Survive & Thrive! Core Stress Resilience Training *online or in person*	Jim Marshall, 911 Training Institute	8
Survive & Thrive Comprehensive Stress Resilience Training (can be online)	Jim Marshall, 911 Training Institute	16
Surviving in the Communication Center Environment	Public Safety Communication Management Services	16

Surviving Stress (Online Class/classroom)	APCO	
Surviving the Call Center: Stress-The Silent Killer	Municipal Police Institute	4
SWIC Communications Unit Leader Training	SWIC	32
System Administer Training	Priority Dispatch	4
Systems Manager	IMC/TriTech	
Tactical Communications (Verbal Judo) Instructor	Verbal Judo Institute, Inc.	40
Tactical Communications, Verbal Judo	Verbal Judo Institute, Inc.	8
Tactical Dispatch for the Telecommunicator	NENA	
Team Building	Success Communications, Inc.	
Telecommunications Best Practices for Missing and Abducted Chidren (TELMAC) Online Certificate Program	National Criminal Justice Training Center – Fox Valley Technical College	5
Telecommunicator Core Competencies (on-line)	NENA	40
Telecommunicator CPR Certification **(DOES NOT SATISFY THE CPR CERTIFICATION REQUIREMENT FOR THE STATE 911 DEPARTMENT)**	PowerPhone	4
Telecommunicator CPR Refresher (on-line)	National Highway Traffic Safety Administration	2
Telecommunicator Liability	The Public Safety Group	
Telecommunicators Role in Homeland Security	APCO	
Terrorism & the Telecommunicator	The Public Safety Group/ Equature	8
Terrorist Watch List Training	Terrorist Screening Center	16
Testifying in Court	Municipal Police Institute	4 or 8
Testifying in Court Best Practices for Telecommunicators *online*	United Communication Solutions	4
Text to 9-1-1 ACD Call Taker Refresher (in-house)-**ACD PSAPS only**	State 911 Department	2
Text to 9-1-1 ACD Train the Trainer-**ACD PSAPs only**	State 911 Department	4
Text to 9-1-1 Ring All Call Taker Refresher (online)	State 911 Department	2
The Active Shooter	Equature	8
The Aftermath of the Boston Marathon Bombing	Dave Harmon	4
The Art of Staying Motivated and Motivating Others	The Healthy Dispatcher	8
The Certified Peer Supporter (CPS) Class (online)	The 911 Training Institute	24
The Certified Peer Supporter Program (online)	The 911 Training Institute	48
The Conversations Managers Don't Want to Have……	HSC Workshops	8
The Critical Role Telecommunicators Share When Responding to Incidents of School Violence; “The Dispatcher is the First to Know the Actionable Information” Dispatching Lessons Learned from Uvalde	Commonwealth Police Legacy, Inc	4
The Dispatch Function: Ethics & De-Escalation	Law Enforcement Dimensions, John Sofis Scheft, Esq.	8
The Dispatch Function: Law Foundation	Law Enforcement Dimensions, John Sofis Scheft, Esq.	8 or 4
The Dispatcher and Active Shooter Incidents	Municipal Police Institute	4
The Dispatcher, Call Taker & the One Mind Campaign	Municipal Police Institute	4
The Dispatchers response to Persons with Mental Illness Part II	Municipal Police Institute	4
The Emergency Response to Pandemics and Similar Emergencies	MPI	4
The Emotionally Intelligent Comm Center	The Healthy Dispatcher	8
The End of the Line: Your Role in Suicide Intervention	PowerPhone, Inc.	8
The Essentials of Communicating with Diplomacy and Professionalism	Skillpath	16

The Good, the Bad & the Ugly	Professional Dispatch Management	8 or 16
The Leadership Event	Fred Pryor Seminar	7
The Link: Animal Abuse and Human Violence	SRR Training	8
The Look and Feel of PTSD	The Academy Hour	2
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	4 or 8
The Power of 911 Peer Support (can be online)	Jim Marshall, 911 Training Institute	8 or 9
The Power of Resilience, How to Beat Dispatcher Burnout	The Healthy Dispatcher	4 or 8
The Sandy Hook Promise	The Sandy Hook Promise Initiative	2
The Shifting Landscape of Opioid Addiction for Law Enforcement and Dispatch	Hampshire Hope	6
The World of Liability	SRR Training	8
Time Management	Franklin Covey	
Total Disaster Response	The Public Safety Group	
Total Response Configuration Training	PowerPhone	8
Total Response End User Training	PowerPhone	4
Train the Trainer-Objectives & Outline (In-class or On-line)	Success Communications	24
Training Adult Learners & Cultivating Adaptability as a CTO	NENA	1
Training Officer Instructor	APCO	
Training Officers: All you need to know to prepare your staff	United Communication Solutions	16
Training the Trainer	Fred Pryor Seminar	8
Transformational Leadership for Emergency Dispatchers	The Healthy Dispatcher	
Transforming 911 Center Culture	NENA	8
Transitioning to Supervisor *online*	Utah DHRM Trainings	1
Transitioning to Supervisor *online*	Fred Pryor Seminar (Pryor Learning)	6
Transitions Training **(certified telecommunicators only)**	State 911 Department	8
TTY Simulator Refresher Training	911Trainer.com	
TTY Training	The Public Safety Group	4
TTY/Deaf Education	MA Commission for Deaf & Hard of Hearing	
Umass Communication Symposium 2022	UMass Memorial Medical Center EMS Communications	5
Unacceptable Employee Behavior	Fred Pryor Seminar	
Under the Headset: Surviving Dispatch Stress	Public Safety Training Consultants	8
Understanding & Responding to Terrorism for 911 Call Takers (offered online)	Hanrahan Consulting	8
Understanding Basic Functions of the Emergency Operations Center *ONLINE*	United Communications Solutions (USC)	4
Understanding Bomb Threats for Telecommunicators *ONLINE*	United Communications Solutions (USC)	4
Understanding Cultural Norms for 911 Call-Takers and First Responders (in-person/online/on-demand)	Hanrahan Consulting	8
Understanding Public Relations and Customer Service	Chief Stephen M. Coleman Jr., MPA, CFO	2
UNPACKING OUR IMPLICIT BIASES For 911 Call-Takers and First Responders (in-person/online/on-demand)	Hanrahan Consulting	8
Vehicle Pursuites for Dispatchers (online)	United Communication Solutions (UCS)	4

Virtual Dementia Experience for First Responders	StilMee	8
Vision 21 and Telegraph master boxes	Franklin P. Schutt/West Springfield Fire	2
What 911 Dispatchers Need to Know About Sexual and Domestic Violence and Other Related Crimes on a College Campus	Indigo Consulting, Compliance, and Training, PLLC	8
When High Profile Calls have a Higher Impact	Public Safety Group	4 or 8
When Seconds Count	The Public Safety Group	
Wireless Call Handling & Processing	Essex County Wireless Center	
WMD/Terrorism Awareness for Emergency Responders/Dispatchers - AWR-160 Standardized Awareness Training (SAT)	Department of Homeland Security	8
Women in 911 Leadership Summit	Massachusetts Women in 911 Alliance (MassWWIN)	8
Working with the Media	Auburn Fire Chief, Steve Coleman	2
Written Communications 911 Dispatchers : Testifying and Depositions	Commonwealth Police Service, Inc.	
You Could Have a Future Here	NENA	8.5
You Just Never Know! Mental Preparedness	Public Safety Training Consultants	8

Behavioral Health Approved Courses

911 Emergency Dispatching: Identifying and Responding to Callers Experiencing Behavioral Health Crisis *online or in-person*	Commonwealth Police Legacy, Inc	8
911 Emergency Dispatching: Identifying and Responding to Callers Experiencing Behavioral Health Crisis *online or in-person*	Commonwealth Police Legacy, Inc	4
911 Emergency Dispatch; Answering the Call: Prioritizing Mental Wellness and Stress Management for 911 Dispatchers *can be on-line or in person*	Commonwealth Police Legacy, Inc	8
911 Emergency Dispatching: Mental Health First Aid for Dispatchers	Commonwealth Police Service, Inc./Commonwealth Police Legacy, Incorporated	4 or 8
911 Emergency Dispatching: The Dispatcher and Behavioral Health Emergencies	Commonwealth Police Legacy, Inc.	4
Building Tough High Moral 911 Teams (online)	Jim Marshall	2
Crisis Communications Training	PowerPhone	8
Critical Incident Stress Management (CISM) Monthly Meetings	CISM – Monthly meetings	2
Mental Health First Aid For FIRE/EMS	Mental Health First Aid from National Council for Mental Wellbeing	7.5
Moral Injury	Virtual Academy	1
Organizational Interventions for Mental and Physical Health Issues	Virtual Academy	1
Post Traumatic Purpose	Travis Howze	3
PTSD Basics	Virtual Academy	1
Staying Out of the Red Zone (online)	The Academy Hour	2
Stress Identification and Management	PowerPhone, Inc./ United Communications Solutions	8
Struggle Well	Boulder Crest Foundation	16
Suicide Intervention	PowerPhone, Inc./The Public Safety Group/Profile Evaluations, Inc. (PEI)/Equature	8
Suicide Prevention/Intervention 30 Days *on-line*	Academy Hour	2
The MA Roadmap for Behavioral Health Reform: System	Department of Mental Health/State 911 Department	2

Updates		
The Resilience Mindset	Virtual Academy	1
Understanding People with Autism for 9-1-1	Virtual Academy	2
One Mind Campaign for Dispatchers and Call Takers	Municipal Police Institute	4

Subscription Courses

For clarity, proof of course completion for subscription-based learning programs will be the number of total hours promoted by the vendor for its subscription-based learning program annually. In the event the subscription-based learning program does not clearly define the number of hours annually, then sixteen (16) hours will be required for course completion.

Equature:

911 Challenges	Equature	1
911's Least Wanted Callers	Equature	1
Active Listening Skills	Equature	1
Active Shooter and Terrorism	Equature	1
Active Shooter Lessons Learned	Equature	1
Becoming More Than Just a Dispatcher	Equature	1
Breeding Success In Your Training Program	Equature	1
Business of Leadership	Equature	1
Children and 911	Equature	1
Communication in the Dispatch Center Webinar (online)	Equature	1
Communications in the Dispatch Center	Equature	1
Crisis Intervention	Equature	1
Critical Incidents	Equature	1
CTO	Equature	1
Cultural Diversity	Equature	1
Dispatcher Improvement Fight, Flight, or Freeze	Equature	1
Dispatcher Improvement Webinar (online)	Equature	1
Domestic Violence Webinar	Equature	1
Everyday Ethics	Equature	1
From Failure to Success	Equature	1
Front Line Leader Success	Equature	1
Generational Differences Webinar	Equature	1
Improving Morale in Your Agency	Equature	1
Liability for the Communications Center	Equature	1
NG9-1-1 Webinar	Equature	1
PSAP Front Line Leader Success Webinar (online)	Equature	1
PTSD	Equature	1
Responder Safety Webinar	Equature	1
Stress and Your Mental Health	Equature	1
Stress Management Webinar (online)	Equature	1
Suicide Webinar	Equature	1
Supervisor Skills	Equature	1
Supervisor Skills Webinar (online)	Equature	1
The Business of Leadership (online)	Equature	1
The Staffing Conundrum	Equature	1

APCO:

APCO CDE 1 hour – The Resilient Telecommunicator	APCO	1
APCO CDE 1 hour – EMD Standards What Do They Mean	APCO	1
Illuminations	APCO	
Resources and Recommendations for Calls Involving	APCO	1

Missing Children on the Autism Spectrum (online)		
Using Technology to Address First Responder Health and Wellness	APCO	1

Training 911 Heroes:

9-8-8: Suicide & Crisis Line *online*	Training 911 Heroes	2
Animal Calls	Training 911 Heroes	2
ASL	Training 911 Heroes	2
Autism Spectrum Disorder Lesson Plan (online)	Training 911 Heroes	2
Back to the Basics: Customer Service (online/in-person)	Training 911 Heroes	2
Barricaded Persons	Training 911 Heroes	2
Bombs and Explosive Devices	Training 911 Heroes	2
Bullying in the ECC (online)	Training 911 Heroes	2
Chemical Suicide (online)	Training 911 Heroes	2
Cultural Awareness	Training 911 Heroes	2
Domestic Violence	Training 911 Heroes	2
Ethics for TCs	Training 911 Heroes	2
Excited Delirium	Training 911 Heroes	2
Gangs (online)	Training 911 Heroes	2
Hate Crimes	Training 911 Heroes	2
Hidden Hazards	Training 911 Heroes	2
Human Trafficking	Training 911 Heroes	2
Hurricanes (online)	Training 911 Heroes	2
Implicit Bias	Training 911 Heroes	2
Liability for Emergency Communication Professional	Training 911 Heroes	2
Mass Casualty Incident	Training 911 Heroes	2
Mental Illness	Training 911 Heroes	2
Missing Children & Stolen Vehicles	Training 911 Heroes	2
Outlaw Motorcycle Gangs	Training 911 Heroes	2
Protective Orders (online)	Training 911 Heroes	2
Sexual Assault	Training 911 Heroes	2
Sovereign Citizens	Training 911 Heroes	2
Speech Disabilities (online)	Training 911 Heroes	4
Spring Weather Emergencies	Training 911 Heroes	2
Stalking	Training 911 Heroes	2
Structure Fires	Training 911 Heroes	2
Suicidal Callers	Training 911 Heroes	2
Suicide by Cop (online)	Training 911 Heroes	2
Swatting (online)	Training 911 Heroes	2
TDD: Refresher ASL	Training 911 Heroes	2
Terrorist Active Shooter	Training 911 Heroes	2
Traffic Stops	Training 911 Heroes	2
Train Accidents	Training 911 Heroes	2
Traumatic Brain Injury (TBI)	Training 911 Heroes	2
Water Rescue	Training 911 Heroes	2
Weapons of Mass Destruction	Training 911 Heroes	2
Wildfires	Training 911 Heroes	2

International Academies of Emergency Dispatch (IAED)

College of Emergency Dispatch Training Program (online)	International Academies of Emergency Dispatch	
Continuing Dispatch Education (CDE)	Emergency Service Conuslting/International Academies of Emergency Dispatch	
Customer Service Techniques (Advancement Series)	IAED College for Priority EMD	
Completely Alert (Journal Quiz)	IAED College for Priority EMD	

Determining Status of Breathing on Case Entry V13.2	IAED College for Priority EMD	
MPDS ECHO Determinant Practice v13.3	IAED College for Priority EMD	
Understanding Mental Disorder *online*	IAED College	1

PowerPhone

Site Licensed Training	PowerPhone, Inc	16

Police Legal Sciences

Dispatch Pro – 12-month online training subscription	Police Legal Sciences	1 hour per credit
Public Safety Telecommunicator Online Training	Police Legal Sciences	1 hour monthly/12 hours yearly
Reality-Based Online Training for Dispatchers (online training system)	Police Legal Sciences	

Jim Marshall, Virtual Academy – Subscription-Based Training

Building Lifebridges (Introduction) *online/on-demand*	Jim Marshall, Virtual Academy	**2**
Foundations of Emergency Mental Health Dispatching (Introduction) *online/on-demand*	Jim Marshall, Virtual Academy	1