



First Contact 9-1-1 Training Schedule

September, 2023

September 6	Office Hours	Contact us for a time!	
September 7-8	Tactical Dispatcher	Virtual (Instructor Led)	\$79
September 13	Office Hours	Contact us for a time!	
September 14	Active Listening Principles	Virtual (Instructor Led)	\$49
September 15	ACE Your Interview!	Virtual (Instructor Led)	\$49
September 19	9-1-1 Liability for Trainers	Virtual (Instructor Led)	\$49
September 27	Office Hours	Contact us for a time!	
September 28-29	Supervisor Boot Camp	Virtual (Instructor Led)	\$79

October, 2023

October 4	Office Hours	Contact us for a time!	
October 5-6	Tactical Dispatcher	Virtual (Instructor Led)	\$79
October 10	Writing Quality SOPs	Virtual (Instructor Led)	\$49
October 13	<u>Building Blocks:</u> - Active Listening - Ethics and Liability - Customer Service - Active Shooter	Bangor, Maine	\$149
October 16	<u>Building Blocks:</u> - Active Listening - Ethics and Liability - Customer Service - Active Shooter	Augusta, Maine	\$149
October 19	Active Listening Principles	Virtual (Instructor Led)	\$49
October 20	ACE Your Interview!	Virtual (Instructor Led)	\$49
October 24	Battle Tactics for New Supervisors	Mississippi State 9-1-1 Conference Biloxi, MS	
October 25	The Marshmallow Challenge	Mississippi State 9-1-1 Conference Biloxi, MS	

November, 2023

November 1	Office Hours	Contact us for a time!	
November 2-3	Supervisor Boot Camp	Virtual (Instructor Led)	\$79
November 7	Writing Quality SOPs	Virtual (Instructor Led)	\$49
November 8	Office Hours	Contact us for a time!	
November 9	Active Listening Principles	Virtual (Instructor Led)	\$49
November 10	ACE Your Interview!	Virtual (Instructor Led)	\$49
November 14	9-1-1 Liability for Trainers	Virtual (Instructor Led)	\$49
November 15	Office Hours	Contact us for a time!	
November 16-17	Tactical Dispatcher	Virtual (Instructor Led)	\$79

November 28	9-1-1 Ethics and Liability	9-1-1 Dispatch Academy Auburn Hills, Michigan https://www.oaklandcc.edu/crest/911 /	
November 29	Suicidal and Despondent Callers	9-1-1 Dispatch Academy Auburn Hills, Michigan https://www.oaklandcc.edu/crest/911 /	
November 30	Active Shooter	9-1-1 Dispatch Academy Auburn Hills, Michigan https://www.oaklandcc.edu/crest/911/	

December, 2023

<i>December 6</i>	<i>Office Hours</i>	<i>Contact us for a time!</i>	
<i>December 7-8</i>	<i>Tactical Dispatcher</i>	<i>Virtual (Instructor Led)</i>	<i>\$79</i>
<i>December 12</i>	<i>Writing Quality SOPs</i>	<i>Virtual (Instructor Led)</i>	<i>\$49</i>
<i>December 13</i>	<i>Office Hours</i>	<i>Contact us for a time!</i>	
<i>December 14</i>	<i>Active Listening Principles</i>	<i>Virtual (Instructor Led)</i>	<i>\$49</i>
<i>December 15</i>	<i>ACE Your Interview!</i>	<i>Virtual (Instructor Led)</i>	<i>\$49</i>
<i>December 19</i>	<i>9-1-1 Liability for Trainers</i>	<i>Virtual (Instructor Led)</i>	<i>\$49</i>
<i>December 20</i>	<i>Office Hours</i>	<i>Contact us for a time!</i>	
<i>December 21-22</i>	<i>Tactical Dispatcher</i>	<i>Virtual (Instructor Led)</i>	<i>\$79</i>