



GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY
Pre-Approved Course List

Course Title	Organization
<u>9-1-1 Center Consolidation: A Plan for Success</u>	NENA
<u>9-1-1 Center Culture: A Strategy for Personal and Organizational Success</u>	NENA
<u>9-1-1 Center Supervisor Program</u>	NENA
<u>9-1-1 Customer Service: Takes Seconds, Saves Minutes</u>	NENA
<u>911 Liability</u>	PowerPhone
<u>911 Supervision</u>	PowerPhone
<u>9-1-1: Hacked, Attacked and Where's That</u>	Public Safety Group
<u>9-1-1's Least Wanted</u>	Public Safety Group
<u>Active Assailant</u>	Public Safety Group
<u>Active Shooter Incidents for Public Safety Communications</u>	APCO
<u>Active Shooter Response</u>	PowerPhone
<u>Addressing for NG9-1-1</u>	NENA
<u>Advanced Fire & EMS Dispatching</u>	NENA
<u>Advanced Law Enforcement</u>	Public Safety Group
<u>Advanced Police Dispatching</u>	NENA
<u>Am I Just a Dispatcher</u>	Public Safety Group
<u>Building Excellence: Management and Leadership Tools for 9-1-1 Professionals</u>	Public Safety Group
<u>Building for Excellence - 3rd Edition</u>	Public Safety Group
<u>Bullying and Negativity in the Communications Center</u>	APCO
<u>Call Assessment</u>	PowerPhone
<u>Center Manager Certification Program</u>	NENA
<u>Center Training Officer Program</u>	NENA
<u>Certified Public-Safety Executive (CPE) Program</u>	APCO
<u>Challenging Callers: Communicating with Children, the Elderly, and the Mentally Impaired</u>	Public Safety Group
<u>Change Management in 9-1-1</u>	NENA
<u>Communication Center Liability</u>	Public Safety Group
<u>Communications Center Supervisor</u>	APCO
<u>Communications Supervisor Course</u>	Public Safety Group
<u>Communications Training Officer</u>	APCO
<u>Communications Training Officer (CTO)</u>	Public Safety Group
<u>Communications Training Officer, Instructor</u>	APCO
<u>Comprehensive Quality</u>	APCO
<u>Continuing Education Subscription</u>	PowerPhone
<u>Crimes in Progress</u>	Public Safety Group
<u>Crisis Communications Training</u>	PowerPhone
<u>Crisis Intervention</u>	Public Safety Group
<u>Critical Incident Stress</u>	Public Safety Group
<u>Critical Incidents - Total Disaster Response</u>	Public Safety Group
<u>CTO Illuminations</u>	APCO
<u>Cultural Diversity - Ripped from the Headlines</u>	Public Safety Group



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Customer Service	Public Safety Group
Customer Service in Today's Public Safety Communications	APCO
Cybersecurity Awareness in the PSAP	NENA
Cybersecurity Fundamentals for the ECC	APCO
Disaster Operations and the Communications Center	APCO
Disaster Planning for the PSAP	NENA
Disasters and the Dispatcher	PowerPhone
Diversity, Equity, and Inclusion in the ECC	APCO
ED-Q	IAED
EMD Illuminations	APCO
Emergency Fire Dispatcher (EFD)	IAED
Emergency Medical Dispatch	PowerPhone
Emergency Medical Dispatcher	APCO
Emergency Medical Dispatcher (EMD)	IAED
Emergency Medical Dispatcher, Instructor	APCO
Emergency Police Dispatcher	IAED
Enhanced Caller Management	NENA
ENP Certification	NENA
Equature Training Subscription	Equature
Fire Communications	Public Safety Group
Fire Service Communications	APCO
Fire Service Communications, Instructor	APCO
Fire Service Dispatch	PowerPhone
First Responder Round Table	Public Safety Group
Fundamentals of Tactical Dispatch	APCO
General Illuminations	APCO
Hiring Right for 9-1-1	Public Safety Group
Homeland Security for Telecommunicators	PowerPhone
Hostage Negotiation	Public Safety Group
Hostage Negotiations	PowerPhone
How to Save a Life, Yours!	Public Safety Group
Improving Service to Callers with Disabilities	NENA
Introduction to 9-1-1 Management	Public Safety Group
Law Enforcement Communications	APCO
Law Enforcement Communications, Instructor	APCO
Law Enforcement Dispatch	PowerPhone
Lead, Follow or Get Out of the Way	Public Safety Group
Leadership in the 9-1-1 Center	NENA
Liability Issues In the 9-1-1 Center	NENA
Non-Emergency Call Handling	PowerPhone
Preventing Telecommunicator Tunnel Vision	NENA
Protecting Emergency Responders	PowerPhone



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PSAP Design	NENA
Public Safety Communications Staffing and Employee Retention	APCO
Quality Assurance: Achieving QA/QI in the PSAP	NENA
Recruit, Hire, Retain, & Promote for Success	NENA
Registered Public-Safety Leader (RPL) Program	APCO
Serving Equally: Removing Bias-based Inequities from 9-1-1	NENA
Sexual and Domestic Violence on College Campuses	PowerPhone
SOP Development: Refining & Enhancing Your 9-1-1 Center	NENA
Stress Identification and Management	PowerPhone
Stress: It's All in Your Head	Public Safety Group
Suicide Intervention	PowerPhone
Suicide Intervention	Public Safety Group
Supervision	Public Safety Group
Survive & Thrive Comprehensive Stress Resilience	911 Training Institute
Survive & Thrive Core Stress Resilience	911 Training Institute
Surviving Stress	APCO
Tactical Dispatch for the Telecommunicator	NENA
Telecommunicator-CPR	PowerPhone
Terrorism and the Telecommunicator	Public Safety Group
The Certified 911 Peer Supporter	911 Training Institute
The Power of Peer Support	911 Training Institute
Virtual Academy Subscription	Virtual Academy
When High Profile Calls Have a Higher Impact!	Public Safety Group
You Could Have a Future Here	NENA