



**GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY**  
**Pre-Approved Course List**

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



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



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