



## GEORGIA EMERGENCY COMMUNICATIONS AUTHORITY Pre-Approved Course List

### Active Shooter

- [Active Assailant – Public Safety Group](#)
- [Active Shooter Incidents for Public Safety Communications – APCO](#)
- [Active Shooter Response – PowerPhone](#)

### Addressing

- [Addressing for NG9-1-1 – NENA](#)

### Call Taking

- [Call Assessment – PowerPhone](#)
- [Challenging Callers: Communicating with Children, the Elderly, and the Mentally Impaired – Public Safety Group](#)
- [Crimes in Progress – Public Safety Group](#)
- [Enhanced Caller Management – NENA](#)
- [Improving Service to Callers with Disabilities – NENA](#)
- [Non-Emergency Call Handling – PowerPhone](#)
- [Sexual and Domestic Violence on College Campuses – PowerPhone](#)
- [When High Profile Calls Have a Higher Impact! – Public Safety Group](#)

### Communications Center Liability

- [911 Liability – PowerPhone](#)
- [Communication Center Liability – Public Safety Group](#)
- [Liability Issues In the 9-1-1 Center – NENA](#)

### Communications Training Officer

- [Center Training Officer Program – NENA](#)
- [Communications Training Officer – APCO](#)
- [Communications Training Officer \(CTO\) – Public Safety Group](#)
- [Communications Training Officer, Instructor – APCO](#)

### Crisis Communication

- [Crisis Communications Training – PowerPhone](#)
- [Crisis Intervention – Public Safety Group](#)

### Cultural Diversity

- [Cultural Diversity – Ripped from the Headlines – Public Safety Group](#)
- [Diversity, Equity, and Inclusion in the ECC – APCO](#)
- [Serving Equally: Removing Bias-based Inequities from 9-1-1 – NENA](#)

### Customer Service

- [9-1-1 Customer Service: Takes Seconds, Saves Minutes – NENA](#)
- [Customer Service – Public Safety Group](#)
- [Customer Service in Today's Public Safety Communications – APCO](#)

### Cybersecurity



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- [9-1-1: Hacked, Attacked and Where's That – Public Safety Group](#)
- [Cybersecurity Awareness in the PSAP – NENA](#)
- [Cybersecurity Fundamentals for the ECC – APCO](#)

### Disaster Operations

- [Critical Incidents – Total Disaster Response – Public Safety Group](#)
- [Disaster Operations and the Communications Center – APCO](#)
- [Disaster Planning for the PSAP – NENA](#)
- [Disasters and the Dispatcher – PowerPhone](#)

### Emergency Medical Dispatch

- [Emergency Medical Dispatch – PowerPhone](#)
- [Emergency Medical Dispatcher – APCO](#)
- [Emergency Medical Dispatcher \(EMD\) – IAED](#)
- [Emergency Medical Dispatcher, Instructor – APCO](#)
- [Telecommunicator-CPR – PowerPhone](#)

### Fire and EMS Dispatch

- [Advanced Fire & EMS Dispatching – NENA](#)
- [Emergency Fire Dispatcher \(EFD\) – IAED](#)
- [Fire Communications – Public Safety Group](#)
- [Fire Service Communications – APCO](#)
- [Fire Service Communications, Instructor – APCO](#)
- [Fire Service Dispatch – PowerPhone](#)
- [Protecting Emergency Responders – PowerPhone](#)

### Health and Wellness

- [How to Save a Life, Yours! – Public Safety Group](#)
- [Suicide Intervention – PowerPhone](#)
- [Suicide Intervention – Public Safety Group](#)

### Hiring and Retention

- [Am I Just a Dispatcher – Public Safety Group](#)
- [Hiring Right for 9-1-1 – Public Safety Group](#)
- [Recruit, Hire, Retain, & Promote for Success – NENA](#)
- [You Could Have a Future Here – NENA](#)

### Homeland Security/ Hostage Negotiation/ Law Enforcement

- [Advanced Law Enforcement – Public Safety Group](#)
- [Advanced Police Dispatching – NENA](#)
- [Emergency Police Dispatcher – IAED](#)
- [Homeland Security for Telecommunicators – PowerPhone](#)
- [Hostage Negotiation – Public Safety Group](#)
- [Hostage Negotiations – PowerPhone](#)
- [Law Enforcement Communications – APCO](#)



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- [Law Enforcement Communications, Instructor – APCO](#)
- [Law Enforcement Dispatch – PowerPhone](#)
- [Protecting Emergency Responders – PowerPhone](#)
- [Terrorism and the Telecommunicator – Public Safety Group](#)

#### Leadership

- [Building Excellence: Management and Leadership Tools for 9-1-1 Professionals – Public Safety Group](#)
- [Building for Excellence – 3rd Edition – Public Safety Group](#)
- [Lead, Follow or Get Out of the Way – Public Safety Group](#)
- [Leadership in the 9-1-1 Center – NENA](#)
- [Registered Public-Safety Leader \(RPL\) Program – APCO](#)

#### Management

- [Building Excellence: Management and Leadership Tools for 9-1-1 Professionals – Public Safety Group](#)
- [Building for Excellence – 3rd Edition – Public Safety Group](#)
- [Center Manager Certification Program – NENA](#)
- [Certified Public-Safety Executive \(CPE\) Program – APCO](#)
- [Change Management in 9-1-1 – NENA](#)
- [ENP Certification – NENA](#)
- [First Responder Round Table – Public Safety Group](#)
- [Introduction to 9-1-1 Management – Public Safety Group](#)
- [Preventing Telecommunicator Tunnel Vision – NENA](#)
- [SOP Development: Refining & Enhancing Your 9-1-1 Center – NENA](#)

#### Peer Support

- [The Certified 911 Peer Supporter – 911 Training Institute](#)
- [The Power of Peer Support – 911 Training Institute](#)

#### PSAP Consolidation/ PSAP Design

- [9-1-1 Center Consolidation: A Plan for Success – NENA](#)
- [PSAP Design – NENA](#)

#### PSAP Culture

- [9-1-1 Center Culture: A Strategy for Personal and Organizational Success – NENA](#)
- [9-1-1's Least Wanted – Public Safety Group](#)
- [Bullying and Negativity in the Communications Center – APCO](#)

#### Quality Assurance

- [Comprehensive Quality – APCO](#)
- [ED-Q – IAED](#)
- [Quality Assurance: Achieving QA/QI in the PSAP – NENA](#)

#### Stress Management



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- [Critical Incident Stress – Public Safety Group](#)
- [Stress Identification and Management – PowerPhone](#)
- [Stress: It's All in Your Head – Public Safety Group](#)
- [Survive & Thrive Comprehensive Stress Resilience – 911 Training Institute](#)
- [Survive & Thrive Core Stress Resilience – 911 Training Institute](#)
- [Surviving Stress – APCO](#)

Supervision

- [9-1-1 Center Supervisor Program – NENA](#)
- [911 Supervision – PowerPhone](#)
- [Building for Excellence – 3rd Edition – Public Safety Group](#)
- [Communications Center Supervisor – APCO](#)
- [Communications Supervisor Course – Public Safety Group](#)
- [Supervision – Public Safety Group](#)

Tactical Dispatch

- [Fundamentals of Tactical Dispatch – APCO](#)
- [Tactical Dispatch for the Telecommunicator – NENA](#)

Annual Training Subscriptions

- [Continuing Education Subscription – PowerPhone](#)
- [CTO Illuminations – APCO](#)
- [EMD Illuminations – APCO](#)
- [General Illuminations – APCO](#)
- [Virtual Academy Subscription](#)