



2026 TRAINING COURSE SCHEDULE

MANAGEMENT/LEADERSHIP

Building for Excellence, 4th Edition: Management & Leadership Tools for 9-1-1 Professionals - 6 Week Course - \$470.00

January 5, 2026 – February 15, 2026
February 2, 2026 – March 15, 2026
March 9, 2026 – April 19, 2026
April 13, 2026 – May 24, 2026
May 4, 2026 – June 14, 2026
June 1, 2026 – July 12, 2026
July 6, 2026 – August 16, 2026
August 3, 2026 – September 13, 2026
September 7, 2026 – October 18, 2026
October 5, 2026 – November 15, 2026
November 2, 2026 – December 13, 2026

Hiring Right for 9-1-1, 3rd Edition – 4 Week Course - \$450.00

January 5, 2026 – February 1, 2026
February 2, 2026 – March 1, 2026
March 30, 2026 – April 26, 2026
May 4, 2026 – May 31, 2026
August 3, 2026 – August 30, 2026
October 5, 2026 – November 1, 2026
November 2, 2026 – November 29, 2026

TRAINING

Communications Training Officer, 4th Edition - 6 Week Course - \$470.00

January 5, 2026 – February 15, 2026
February 2, 2026 – March 15, 2026
March 9, 2026 – April 19, 2026
April 13, 2026 – May 24, 2026
May 4, 2026 – June 14, 2026
June 1, 2026 – July 12, 2026
July 6, 2026 – August 16, 2026
August 3, 2026 – September 13, 2026
September 7, 2026 – October 18, 2026
October 5, 2026 – November 15, 2026
November 2, 2026 – December 13, 2026



2026 TRAINING COURSE SCHEDULE

STRESS/HEALTH & WELLNESS

Empowering You! Conquering Shift Work, Stress & Negativity - 3 Week Course - \$270.00

January 5, 2026 – January 25, 2026

February 2, 2026 – February 22, 2026

March 2, 2026 – March 22, 2026

April 6, 2026 – April 26, 2026

May 4, 2026 – May 24, 2026

June 1, 2026 – June 21, 2026

June 29, 2026 – July 19, 2026

August 3, 2026 – August 23, 2026

August 31, 2026 – September 20, 2026

October 5, 2026 – October 25, 2026

November 2, 2026 – November 22, 2026

November 23, 2026 – December 13, 2026

Stress: It's All in Your Head – 3 Week Course - \$270.00

February 2, 2026 – February 22, 2026

April 6, 2026 – April 26, 2026

May 25, 2026 – June 14, 2026

July 27, 2026 – August 16, 2026

September 28, 2026 – October 18, 2026

November 9, 2026 – November 29, 2026

CALL-TAKING/DISPATCHING

Active Assailant, 7th Edition – 3 Week Course - \$270.00

February 16, 2026 – March 8, 2026

March 23, 2026 – April 12, 2026

May 4, 2026 – May 24, 2026

July 6, 2026 – July 26, 2026

September 14, 2026 – October 4, 2026

November 16, 2026 – December 6, 2026

Basic Telecommunicator Training, 3rd Edition – 4 Week Course - \$475.00

January 5, 2026 – February 1, 2026

March 2, 2026 – March 29, 2026

April 6, 2026 – May 3, 2026

May 18, 2026 – June 14, 2026

July 13, 2026 – August 9, 2026

August 31, 2026 – September 27, 2026

October 12, 2026 – November 8, 2026



2026 TRAINING COURSE SCHEDULE

CALL-TAKING/DISPATCHING

Challenging Callers, 3rd Edition: Communicating with Children, the Elderly & the Mentally Impaired - 3 Week Course - \$270.00

January 5, 2026 – January 25, 2026
February 2, 2026 – February 22, 2026
March 2, 2026 – March 22, 2026
April 6, 2026 – April 26, 2026
May 4, 2026 – May 24, 2026
June 1, 2026 – June 21, 2026
June 29, 2026 – July 19, 2026
August 3, 2026 – August 23, 2026
August 31, 2026 – September 20, 2026
October 5, 2026 – October 25, 2026
November 2, 2026 – November 22, 2026
November 23, 2026 – December 13, 2026

Communications Center Liability, 2nd Edition - 3 Week Course - \$270.00

January 19, 2026 – February 8, 2026
March 16, 2026 – April 5, 2026
May 18, 2026 – June 7, 2026
July 20, 2026 – August 9, 2026
September 7, 2026 – September 27, 2026
November 30, 2026 – December 20, 2026

Crimes in Progress, 2nd Edition - 3 Week Course - \$270.00

January 12, 2026 – February 1, 2026
March 9, 2026 – March 29, 2026
April 20, 2026 – May 10, 2026
June 8, 2026 – June 28, 2026
August 17, 2026 – September 6, 2026
October 19, 2026 – November 8, 2026
December 7, 2026 – December 27, 2026

Cultural Diversity, 3rd Edition – Ripped from the Headlines– 3 Week Course - \$270.00

February 23, 2026 – March 15, 2026
April 27, 2026 – May 17, 2026
June 29, 2026 – July 19, 2026
August 24, 2026 – September 13, 2026
October 5, 2026 – October 25, 2026



2026 TRAINING COURSE SCHEDULE

CALL-TAKING/DISPATCHING

Customer Service – 3 Week Course - \$270.00

February 23, 2026 – March 15, 2026

April 13, 2026 – May 3, 2026

June 1, 2026 – June 21, 2026

August 3, 2026 – August 23, 2026

October 5, 2026 – October 25, 2026

Domestic Violence, 2nd Edition – 3 Week Course - \$270.00

January 26, 2026 – February 15, 2026

March 30, 2026 – April 19, 2026

May 11, 2026 – May 31, 2026

July 13, 2026 – August 2, 2026

Suicide Intervention, 2nd Edition – 3 Week Course - \$270.00

February 9, 2026 – March 1, 2026

March 16, 2026 – April 5, 2026

June 15, 2026 – July 5, 2026

August 10, 2026 – August 30, 2026

October 26, 2026 – November 15, 2026

December 7, 2026 – December 27, 2026