

# COURSE CATALOG

**DISPATCH 1**  
**ACADEMY**  
*A Lexipol Solution*

844-312-9500

[www.Dispatch1Academy.com](http://www.Dispatch1Academy.com)



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## ECHELON FRONT LEADERSHIP TRAINING SERIES

Through an exclusive partnership, Lexipol and Echelon Front have come together to create a six-part online leadership training series to provide public safety departments and individuals with practical tools and concepts for both new and seasoned leaders. This unique series focuses on the battleground-proven leadership concept of Extreme Ownership and applies that mindset to situations first responders can relate to. Throughout the courses, personnel will learn how the power of Extreme Ownership can make a positive impact at public safety agencies.



- 1H** Extreme Ownership Leadership Training  
101: Believe with Jocko and Leif
- 1H** Extreme Ownership Leadership Training  
102: Extreme Ownership with Jocko and Leif
- 1H** Extreme Ownership Leadership Training  
103: Laws of Combat with Jocko and Leif
- 1H** Extreme Ownership Leadership Training  
104: Mindsets for Victory with Jocko and Leif
- 1H** Extreme Ownership Leadership Training  
105: The Dichotomy of Leadership with Jocko and Leif
- 1H** Extreme Ownership Leadership Training  
106: Leading Up and Down the Chain of Command with Jocko and Leif





## ACTIVE SHOOTER FOR DISPATCHERS

- 1H** Dispatcher Call Handling: Active Shooter – **NEW!**
- 2H** Law Enforcement Response to Active Shooter Incidents

## COMMUNITY POLICING FOR DISPATCHERS

- 4H** Civil Rights
- 2H** Community Policing
- 1H** Implicit Bias

## CULTURAL AWARENESS FOR DISPATCHERS

- 1H** Cultural Awareness & Diversity Overview

## CYBERSECURITY THREATS

- 1H** Cybersecurity Threats to Public Entities

## DISPATCH COMMUNICATIONS

- 1H** Dispatch Communications 1
- 1H** Dispatcher: TTY
- 1H** Handling Missing Children Calls for Dispatchers
- 1H** Radio Communications for Dispatch – **NEW!**

## DISPATCHER ETHICS

- 1H** Dispatcher: Ethics in Public Service

## DISPATCH LEGAL ISSUES

- 1H** Dispatcher: Liability and Legal Issues
- 1H** First Amendment Rights of Public Sector Employees

## EMOTIONALLY DISTURBED PERSONS (EDP) HANDLING

- 1H** Interacting with the Mentally Ill as a First Responder

## GENERAL HEALTH AND WELLNESS

- 1H** Dealing with Stress
- 1H** Diabetic Emergencies
- 1H** High Blood Pressure – Reducing Your Risks
- 1H** Human Trafficking 101 – **NEW!**
- 1H** Managing Your Healthcare
- 1H** Sleep and Your Health
- 1H** Smoking Cessation
- 1H** Tourette Syndrome and Other Neurological Disorders
- 1H** Understanding Anxiety Disorders, OCD, and PTSD
- 1H** Understanding Autism Spectrum Disorder
- 1H** Understanding Behavior, Burnout, and Depression
- 1H** Understanding Carpal Tunnel Syndrome
- 1H** Understanding Depression and Bipolar Disorder
- 1H** Understanding Eating Disorders
- 1H** Understanding Prediabetes
- 1H** Walking Your Way to Fitness

## GENERAL HUMAN RESOURCES

- 1H Acoso Sexual en el Lugar de Empleo
- 2H Acoso Sexual para Gerentes
- 1H ADA Compliance in Business
- 1H Anti-Harassment in the Workplace
- 1H Dealing with Angry Employees
- 1H Dealing with the Media
- 1H Diversity in the Workplace
- 1H Drug and Alcohol Awareness
- 1H Family and Medical Leave Act (FMLA)
- 1H FMLA Training for Supervisors
- 1H Form I-9 and Employment Eligibility Verification
- 1H HR Recruitment and Selection Process
- 1H Managing a Remote Workforce
- 1H Personnel Record Retention (Federal Standards)
- 2H Reasonable Suspicion Training for Supervisors
- 1H Recognizing Child Abuse
- 2H Recognizing Domestic Violence
- 2H Risks of Social Media in the Workplace
- 2H Sexual Harassment Awareness AB 1825 (California)
- 2H Sexual Harassment for Managers
- 1H Sexual Harassment in the Workplace
- 1H Sexual Harassment in the Workplace AB 1825 (California)
- 1H Violence in the Workplace
- 1H Workers' Compensation: Sprain and Strain Injury Prevention
- 1H Workplace Bullying

## GENERAL MANAGEMENT SKILLS

- 1H Business Continuity
- 1H Conflict and Dispute Resolution
- 1H Parliamentary Procedures
- 1H Press Conference and Briefing Basics
- 1H Running an Effective Board Meeting
- 1H Training for Small Communities

## GENERAL PROFESSIONAL SKILLS

- 1H An Introduction to Requests for Proposal
- 1H Basic Math Concepts
- 1H Basic Telephone Skills
- 1H Business Writing Basics
- 1H Career Professionalism
- 1H Cybersecurity Incident Response – **NEW!**
- 1H Developing Effective Communication Skills
- 1H Developing Leadership
- 1H Effective Presentation Basics
- 1H Emotional Intelligence for Leaders
- 1H Employee Recognition
- 1H Employee Retention
- 1H Enhancing Work Relationships
- 1H Finance 101 for Non-Financial Managers
- 1H Generational Differences – **NEW!**
- 1H Goal Setting Skills
- 1H Interviewing Skills for Managers: Conducting an Interview
- 1H Leadership v. Management
- 1H Managing Risk in an Aging Workforce
- 1H Meeting Management

- 1H Navigating the Work Environment
- 1H Performance Management
- 1H Providing Effective Onboarding
- 1H Retaining Talent
- 1H Science of Employee Engagement
- 1H Shaping an Ethical Workplace Culture
- 1H Skills for the New Trainer
- 1H Supervisor Skills
- 1H The Aging Workforce: Leveraging the Talents of Mature Employees
- 1H Time Management Skills
- 1H Transition from Peer to Supervisor
- 1H Workplace Stress Resiliency

## GENERAL SAFETY/ COMPLIANCE

- 1H Absorbents and Spills
- 1H Active Shooter – **NEW!**
- 1H Advanced Defensive Driving Techniques
- 1H Airborne and Bloodborne Pathogens
- 1H Back Injuries
- 2H Basic First Aid
- 1H Bloodborne Pathogens for Public Entities
- 1H Computer Security Basics
- 1H Confined Spaces 101
- 1H Confined Spaces 102
- 1H Crisis Management
- 1H Dealing with Cold Stress
- 1H Dealing with Heat Stress
- 1H Defensive Driving Basics
- 1H Electrical and Fire Safety
- 1H Emergency Preparation and Egress – **UPDATED!**
- 1H Equipment Safety

- 1H Fall Protection
- 30M FEMA Benefit-Cost Analysis Fundamentals
- 1H FEMA Emergency Support Function #6: Mass Care, Emergency Assistance, Housing, and Human Services
- 4H FEMA Fundamentals of Emergency Management
- 2H FEMA Fundamentals of Risk Management
- 2H FEMA Integrated Public Alert and Warning System (IPAWS) for Alerting Authorities
- 2H FEMA Introduction to Homeland Security Planning
- 2H FEMA Social Media in Emergency Management
- 1H FEMA Surveillance Awareness: What You Can Do?
- 2H FEMA The Role of Voluntary Organizations in Emergency Management
- 1H FEMA Wildfire Mitigation Basics
- 1H Global SDS and the Hazardous Communication Standards
- 1H Hazmat First Responder Awareness (FRA) Level 1 – **UPDATED!**
- 2H Highway Incident Safety Guidelines for Emergency Responders
- 1H HIPAA: Protected Health Information For Public Entities
- 2H ICS-100c: Introduction to the Incident Command System
- 1H Ladder Safety
- 1H Lockout/Tagout 101
- 1H Lockout/Tagout 102
- 1H Means of Egress
- 1H Personal Protective Equipment
- 1H Preventing Accidents in the Workplace

- 1H Preventing Slips, Trips, and Falls
- 1H Public Employee Safety in the Community
- 30M Respirators and Air Quality
- 1H Safeguarding Your Community from Terrorism
- 1H Situational Awareness for First Responders in Mass Casualty Incidents (MCI) – **NEW!**
- 1H Workplace Ergonomics

## HEALTH AND WELLNESS FOR DISPATCHERS

- 3H Building Financial Strength in First Responder Families
- 1H Dispatcher Suicide – **NEW!**
- 1H Dispatcher: Stress Management – **UPDATED!**
- 2H Officer Wellness & Mental Health Awareness
- 1H Wellness and Resilience for PSTs – **UPDATED!**

## SPECIALIZED CALL HANDLING

- 2H 988 - Suicide & Crisis Lifeline Operational Readiness – **UPDATED!**
- 1H Autism Awareness for PSTs – **UPDATED!**
- 1H Dispatcher Specialized Call Types (Active Shooter)
- 1H Dispatcher Specialized Call Types (Bomb Threats)
- 1H Dispatcher Specialized Call Types (Chemical Suicides)
- 1H Dispatcher Specialized Call Types (Missing Persons/Sexual Exploitation) – **NEW!**

- 1H Dispatcher Specialized Call Types (Sovereign Citizens, Domestic Terrorism, and Lone Wolf Attacks)
- 1H Domestic Violence Intervention for Dispatchers – **NEW!**
- 1H Quality Assurance - Dispatch Communications – **UPDATED!**
- 4H Telecommunicator – CPR – **NEW!**
- 4H Telecommunicator - CPR (TCOLE 786) – **NEW!**

