

2018 Annual Course List

Customer Service
A Welcoming Customer Culture
Handling Difficult Customers
Corrections
Booking and Admissions
Dealing with Stress
Disciplinary Procedures in a Corrections Setting
Ethical Behavior for Corrections Officers
Introduction to Jail Liability
Jail Risk Management
Mental Health in Jails
MRSA in Corrections Facilities
Suicide Prevention
Supervising Inmates
Use of Force - Corrections Training
Written Communication and Reporting for Corrections
Health & Wellness
Pandemic Planning-Elements of the Plan
Pandemic Planning-Planning Organization
Stress and Your Health
Understanding Carpal Tunnel Syndrome
Youth Sports Injuries
Human Resources
Bullying in the Workplace
Cyberbullying
Discipline and Termination
Diversity in the Workplace
Employee Confidential Records
Employee Recognition
Employee Retention
Ethical Behavior for Local Government
Generational Differences
Handling Angry Employees
HR Recruitment and Selection Process
Leadership vs. Management
Managing Risk at an Aging Workplace
Promoting a Workplace Free of Harassment, Discrimination, and Retaliation - Employees
Promoting a Workplace Free of Harassment, Discrimination, and Retaliation – Managers and Supervisors
Recruiting Excellent Employees
Shaping an Ethical Workplace Culture

2018 Annual Course List

Supervisor Skills 101
Supervisor Skills 201
The Risks of Social Media
Understanding Child Neglect for Volunteers
Understanding Domestic Abuse for Volunteers
Understanding the Family and Medical Leave Act
Violence in the Workplace
Volunteers Working with Children and Adolescents
Workplace Harassment
Information Technology
Cyber-security Threats to Public Entities
Equipment Training
Commercial Lawn Mower Safety
Dump Truck Safety
Law Enforcement
Active Shooter: Ambush Awareness and Preparation
Active Shooter: Recognition And Basic Response
Anti-Bias Training For Law Enforcement
Annual Taser Controlled Electronic Weapon
Best Practices In Dangerous Canine Encounters
Conflict and Dispute Resolution -- Law Enforcement
Crisis Management for Law Enforcement
Critical Incident Response
Crowd Control
Crowd Management
Dealing with Intoxicated Individuals
De-escalation and Minimizing Use of Force
Dispatcher Training
Dispatcher Training: Ethics
Dispatcher Training: Liability and Legal Issues
Dispatcher Training: Call Types: Active Shooter
Dispatcher Training: Call Types: Chemical Suicides
Dispatcher Specialized Call Types: Missing Person/Sexual Exploitation
Dispatcher Specialized Call Types: Sovereign Citizens, Domestic Terrorism, and Lone Wolf Attacks
Distracted Driving for Law Enforcement
Domestic Violence

2018 Annual Course List

Ethics in Law Enforcement
Excited Delirium
Hate Crimes
Handling Domestic Abuse Calls
Handling Missing Children Calls for Dispatchers
Handling Robbery Calls
Implementing a Body-Worn Camera Program
K-9 Units Operations
Law Enforcement Liability
Litigation Procedures
Mass Fatality Incident Response
Officer Safety in Domestic Violence Responses
Officer Well-Being and Mental Health Awareness
Recognition Of Child Abuse Or Neglect
Responding To People With Mental Illnesses
Risk Management for Law Enforcement
Sexual Harassment Training - Harassment Awareness for Law Enforcement
Social Media and Law Enforcement
Stress Management for Dispatchers
Suicide Awareness for Law Enforcement
Understanding Mental Illness for Law Enforcement
Vehicular Pursuit
Working in Minority Communities
Video Training Blocks - Law Enforcement, Corrections, and 911 Communications
Active Shooter: 1
Active Shooter: 2
Active Shooter: 3
Communication Skills: 1
Communication Skills: 2
Communication Skills: 3
Communication Skills: 4
LGBTI Issues
Corrections: 1
Corrections: 2
Corrections: 3
Corrections: 4
Cultural Awareness 1
Cultural Awareness 2

2018 Annual Course List

Emotional and Psychological Disorders: 1
Equipment Training: 1
Firearms: 1
Firearms: 2
Firearms: 3
Firearms: 4
Firearms: 5
Management
Business Continuity
Business Writing Basics
Coaching with Character
Dealing with the Media
Developing Leadership
Disciplinary Action and Procedures
Drug and Alcohol Awareness
Parliamentary Procedures
Performance Management
Press Conference and Briefing Basics
Providing Effective Orientation
Training for Small Communities
Transition from Peer to Supervisor
Productivity
Basic Telephone Skills
Communication Skills
Computer Security Basics
Developing Effective Communication Skills
Enhancing Work Relationships
Goal Setting Skills
Personal Professionalism
Running an Effective Board Meeting

2018 Annual Course List

Time Management Skills
Work Environment Flexibility
Writing an Effective E-Mail
Roadway & Highway
Guide to Temporary Traffic Control in Work Zones 101
Guide to Temporary Traffic Control in Work Zones 102
Traffic Incident Management
Work Zone Traffic Control 101
Work Zone Traffic Control 102
Safety & Environment
Absorbents and Spills
Advanced Defensive Driving Techniques
Back Injuries
Back Injury Prevention
Basic First Aid
Bloodborne Pathogens
Cemetery Maintenance
Chain Saw Safety
Commercial Motor Vehicle Safety
Confined Spaces
Dealing with Cold Stress
Dealing with Heat Stress
Defensive Driving Basics
Designing and Maintaining Safe Playgrounds
Distracted Driving for Local Government
Electrical and Fire Safety
Emergency Preparation and Egress
Equipment Safety
Fall Protection
Forklift Safety
Global SDS and the Hazard Communication Standard
Hazmat First Responder Awareness
Ice Control for Managers and Decision Makers
Investigating Incidents for Local Government
Ladder Safety 101
Ladder Safety 201
Lawn Care Equipment Safety
Lockout/Tagout
Means of Egress
Personal Protective Equipment 101

2018 Annual Course List

Personal Protective Equipment 102
Power Tool Safety
Preventing Accidents in the Workplace
Preventing Slips, Trips & Falls - Local Government
Public Employee Safety in the Community
Public Pools and Public Health
Respirators and Air Quality
Snow and Ice Management
The First 15 Minutes - Decision Making at Roadway Incidents
Trench Safety
Understanding the MUTCD
Work Zone Safety for Local Governments
Workplace Ergonomics
Water & Wastewater
Sewer System Overview
Stormwater Runoff Responsibilities 101
Stormwater Runoff Responsibilities 201
Storage Tank Management
Wastewater Utility Operations & Maintenance