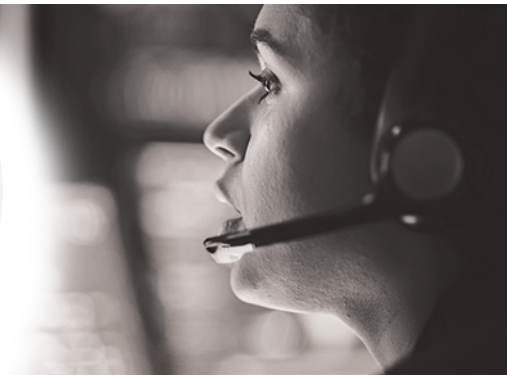


# Total Response Site Licensed Training

*Training anytime, anywhere. For one price.*



As a Total Response customer\*, your agency has **unlimited access** to the industry's best online, self-paced training. Training that supports your agency's use of the Total Response software and builds confidence in your staff by **preparing them** for all types of situations.

- **Ramps up** new hires faster, without any additional costs per student
- **Relieves** the stress of training and improves morale
- **Reduces** liability with consistent staff training
- **Reinforces** the use of Total Response



Your agency's registered staff has unlimited access to the entire library of courses including Total Response application training, certifications (EMD, Law Enforcement, and Fire Service Dispatch) and a full array of continuing education courses. Take courses **anytime, anywhere**, and as many times as your agency wants **for one price**.

*\*Our Site Licensed Training portfolio is exclusively available to new Total Response customers and current Total Response customers who transition to our new Service Plan.*



## Application Training & Certification Courses

Total Response  
Call Handler  
+  
Protocols and  
Procedures



Foundations of  
Call Handling



Emergency Medical Dispatch  
with TCPR Certification



Fire Service  
Dispatch Certification



Law Enforcement  
Dispatch Certification



## Continuing Education Courses

**40+**  
COURSES

- Active Listening Skills
- Domestic Violence
- Childbirth Calls
- Suicide Intervention
- Rural Firefighting
- Active Shooting Response ...



Take a look at our **current courses** offered through the **Total Response Site Licensed Training** portal.

## Application Training

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Call Handler  
Protocols and Procedures  
Call Assessment

## Certification

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Foundations of Call Handling  
Emergency Medical Dispatch with TCPR  
Fire Service Dispatch  
Law Enforcement Dispatch

## Continuing Education

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911 Liability  
911 Supervision  
Active Listening Skills  
Active Shooting Incidents  
Active Shooting Response  
Aircraft Incidents  
Allergic Reactions  
Bleeding and Shock  
Body Found  
Bullying and Harassment in the Dispatch Center  
Childbirth Calls  
Crime Patterns  
Crisis Communications Training  
Cyber Threats in the Dispatch Center  
Deaf or Hard of Hearing Callers  
Disasters and the Dispatcher  
Domestic Violence Intervention  
Elevator Emergencies  
Entrapment  
Hazardous Materials  
Homeland Security for Telecommunicators  
Hostage Negotiations  
Information Gathering from Child and Senior Callers  
Kidnapping Emergencies  
Leadership Skills  
Managing Conflict in the Dispatch Center  
Non-Emergency Call Handling  
Outside Fires  
Overcoming Language Barriers  
Protecting Firefighters  
Protecting Law Enforcement Responders  
Public Indecency  
Public Safety Telecommunicator Course  
Radio Communication Fundamentals  
Responding to Burn Injuries  
Rural Firefighting  
School Emergencies  
Sexual and Domestic Violence on College Campuses  
Stalking  
Stress Identification and Management  
Structure Fires  
Suicidal Callers  
Suicide Intervention  
Young Stroke