

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

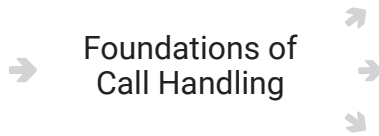


Your agency’s registered staff has unlimited access to the entire library of courses including Total Response application training, certifications (EMD, Law Enforcement, and Fire Service Dispatch) and a full array of continuing education courses. Take courses **anytime, anywhere**, and as many times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



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

- Call Handler
- Protocols and Procedures
- Call Assessment

Certification

- Foundations of Call Handling
- Emergency Medical Dispatch with T CPR
- Fire Service Dispatch
- Law Enforcement Dispatch

Continuing Education

- 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