



Training

PROJECT OVERVIEW

The State of Tennessee has a history of leadership in the national 911 community in areas of technology and management. Tennessee is working to continue that legacy of excellence through our training program. The Tennessee Emergency Communication Board (TECB) is focused on offering 911 training initiatives that ensure District and PSAP leadership and telecommunicators have the knowledge, skills and abilities required to improve emergency response outcomes. These training opportunities are made available through both the online training program, Virtual Academy, and in-person classroom offerings.

WHO IS IMPACTED

Governmental PSAPs that take initial or transferred 911 calls can take advantage of the training opportunities offered online or in-person.

CURRENT STATUS – AUGUST UPDATES

Classroom Training. The TECB currently has two in-person training courses scheduled through the end of the year. Additional geographic information systems (GIS) courses are being planned and are anticipated within the next six months.

Registration for the future courses is available at <https://www.tn.gov/commerce/e911/training-resources/in-person-training-schedule.html>.

Virtual Academy. The user count has grown by approximately 70 users since May, bringing the total user count to 1,983, and over 8933 hours of content has been delivered. The TECB is planning to launch five new courses by December 31, 2019:

- Effective Electronic Communications
- Quality Assurance and Improvement (NENA APCO Standard)
- Crisis Intervention Training for 911 Telecommunicators
- Implementing Text to 911 in the PSAP
- Wellness and Resiliency for the Telecommunicator

The courses that have been accessed most frequently are included in the table below.

Top 10 Virtual Courses

- Call Handling for the Telecommunications Center
- AMBER and Silver Alert Initiatives (2)
- Understanding Stress for the Telecommunicator
- Stress Management for Telecommunicators
- Counseling and Discipline for the Telecommunications Center
- HR Practices for the Telecommunications Center
- Supervision 101 for the Telecommunications Center
- Critical Thinking and Time Management (1)
- Generational Differences in the Workplace (1)
- Emergency Operations Planning for Schools (1)

Local Training Plans. The TECB Training Coordinator, Jamison Peevyhouse, is available to support ECDs with their training programs and to answer questions about state requirements and best practices.

NEXT STEPS

- The TECB remains focused on continuing to provide classroom and online courses that focus on all aspects of 911 call handling.
- If you have not enrolled in the Virtual Academy, and meet the criteria of being an employee that answers initial or transferred 911 calls or are an employee of a 911 District in Tennessee, contact the TECB Training Coordinator, Jamison Peevyhouse at Jamison.Peevyhouse@TN.gov.

Remaining 2019 In Person Training Courses

DATE	TIME	COURSE NAME	LOCATION	REGISTRATION	CAPACITY
August 23	8:00-4:30 (CT)	NENA Recruit, Hire, Retain & Promote for Success	Memphis	Open	35
October 7-9	8:00-4:30 (ET)	NENA Advanced Telecommunicator Certificate	Chattanooga	Open	35

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