

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 emergency communications district (ECD) and public safety answering point (PSAP) leadership and telecommunicators have the knowledge, skills and abilities required to improve emergency response outcomes. These training opportunities are made available through both Virtual Academy online training program 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.

ANNOUNCEMENTS

District T-CPR reports for the 2024 calendar year are due no later than April 1, 2025. Reports are to contain metrics defined by the district T-CPR Quality Assurance Program, that the TECB has on file. If a district has updates to their T-CPR QA program, the district will need to send in an updated copy of the program along with the report. Submit reports to Jennifer.Schwendimann@tn.gov. If you have questions or need assistance, reach out to staff.

IN-PERSON TRAINING

MENTAL HEALTH AND CRISIS INTERVENTION TRAINING

The TECB in partnership with the National Alliance on Mental Illness, Tennessee (NAMI-TN) has scheduled two CIT Dispatch Trainings. The first training will be held in Knoxville at South Doyle Middle School on April 16th. The second training will be held in Nashville at the Midtown Precinct on May 16th. Additional trainings are being coordinated for West, Middle, and East Tennessee.

For registration information or to host a CIT Dispatch training, please reach out to Jennifer.Schwendimann@tn.gov.

VIRTUAL ACADEMY



Virtual Academy has over 3000 users in Tennessee

In the course catalog, users can find the course, Active Listening Skills. This course is taught by subject matter expert, JC Ferguson. JC Ferguson is the Commander over Education and Special Events for the Communications division of Austin-Travis Co EMS.

COURSE DESCRIPTION:

In this course, JC Ferguson will discuss how to listen empathically and critically, how to feel what someone else is feeling, and how to answer why people are doing things so that you can pick up as much information as possible that will help achieve the best outcome of a call."

This one-hour course assists in satisfying the radio communications and dispatch techniques training required by Tenn. Rules and Regs. Rule 0780-06-02-.04(c).

LINKS AND RESOURCES

- Full list of available and upcoming Virtual Academy courses: [Courses | Virtual Academy](#)
- TECB Dashboard: [Emergency Communications District Map & Contact Information](#)
- Training Coordinator Contact Information:
Email: Jennifer.Schwendimann@tn.gov
Cell number: (615) 788-0897