

Training Video Resource List

Compiled by Halcyon Frank, ENP

The videos listed below are all free. For any of the videos that are part of a conference, use the following links:

Dare to Be Great: <https://www.withinthetrenches.net/blog/2020/4/13/dare-to-be-great-2020-register-now> (Also available on YouTube)

Dare to Be Great 2: <https://www.crowdcast.io/e/dare-to-be-great-2020---4/register?session=1>

Dare to Be Great 3: <https://www.crowdcast.io/e/dtbg3>

Dare to Be Great 4: <https://www.crowdcast.io/c/dtbg4>

Be the Difference: <https://www.crowdcast.io/e/bethedifference/register>

Be the Difference 2022: <https://www.crowdcast.io/e/bethedifference2022>

Kansas APCO Training Day: <https://www.crowdcast.io/e/kansas-apco-training-day-2>

Kansas APCO Training Day (July): <https://www.crowdcast.io/c/julykstraining>

Topic	Conference/Source	Session/Webinar Title	Speaker(s)
Attitude	Be the Difference	"Don't Settle! The Importance of Happiness in the Workplace"	Jeremy DeMar
	Dare to Be Great	"Dare to #BeAnEncourager"	Halcyon Frank
	Dare to Be Great	"If They're the Problem, Why Do I Have to Change?"	Tracy Eldridge
	Dare to Be Great	"Dare to Be Present"	Dr. Michelle Lilly
	Missouri Professional Training Partnership Online	"The Jaded Dispatcher"	Zachary Dykes
	Dare to Be Great 3	How to Ignite Your Flame: Why Do We Go from Best Dispatcher to Most Disgruntled & What Can We Do About It	Anne Camaro
Call Taking	Be the Difference 2022	"Is Your Call-taking Creating Ripples?"	Gary Hill
	Missouri Professional Training Partnership Online	"Call Taking to Intelligence Gathering"	Cheryl Konarski
	Missouri Professional Training Partnership Online	"When Autism Has an Emergency"	Jared Pelham

	Missouri Professional Training Partnership Online	"Help! My Car is Sinking"	Zachary Dykes
	YouTube	"The Bridge" Documentary (Suicidal Individuals)	Documentary
	NENA	TC Tip: Effective Call Taking	Brian Tegtmeyer
	NENA	TC Tip: Disability Awareness	Michelle Kerr
	NENA	TC Tip: Address Verification	Leslie Whitham
	EMS1	"How Dispatchers Should Handle Chemical Suicides"	Tracy Stenger
	Kansas APCO Training Day (July)	Callers in Crisis & Dispatch Negotiations	Marissa Sparks
	Kansas APCO Training Day (July)	The Art of De-Escalation	Sarah Saunders
	Kansas APCO Training Day (July)	Beak the Silence on Domestic Violence	Dalanie Underwood
	Missouri Professional Training Partnership	10 Things Your 911 Caller Wishes You Understood	Samantha Hawkins
	Dare to Be Great 4	1 st Party Suicidal Callers- Let's Talk About It	Kelly Chess
Center Culture	Be the Difference	"Creating a Culture of Independent, Accountable Professionals in the ECC"	Steve Martini
	Be the Difference	"Respecting Those You Protect"	Chris Thompson
	Be the Difference	Your Name is ROOKIE Until I Say Otherwise	Josh Fonseca
	Be the Difference	"Bad Apple Syndrome: Harnessing the Power of Infections Behavior in Your ECC"	Matt Grogan
	Be the Difference 2022	"Why It Ain't Easy to Change Your Center's Culture and What You Can Do About It"	Adam Timm
	Dare to Be Great III	"Culture Eats Vision for Lunch: The Core of Creating a Great Comm Center"	Joe Serio
	Dare to Be Great II	"How to Deal with Negativity and Improve Morale in the Workplace"	Melissa Alterio
	Dare to Be Great	"A 9-1-1 Journey"	We Speak Dispatch
	Dare to Be Great	"Fear and Resistance in Difficult Times"	Joe Serio
	Missouri Professional Training Partnership Online	"Combating Complacency"	Halcyon Frank

	Missouri Professional Training Partnership Online	"Aristotle's Comm Center: Philosophy 101"	Lori Sneed
	Missouri Professional Training Partnership Online	"Creating a Culture of Independent, Accountable Professionals in the ECC"	Stephen Martini
	Kansas APCO Training Day	Extroverts, Introverts, & Workplace Culture	Sabrina Henry
	Kansas APCO Training Day (July)	Department Morale	Dalanie Underwood
	Dare to Be Great 3	Cultivating a Positive Organizational Culture: A Director's Perspective	Melissa Alterio & D. Jeremy DeMar
	Dare to Be Great 3	Don't Beat a Dead Raccoon...No Really, Don't!	Sarah Saunders
	Dare to Be Great 4	Shaping Culture from the Frontline	Trae Maeder
	Dare to Be Great 4	Are You an Effective Team	Dr. Andre Jones
	Dare to Be Great 4	Cultivating a Culture of Excellence	Amy Patin & Shannon Price
Choices	Be the Difference	"A Butterfly Flaps Its' Wings"	Charles Goodwin
	Be the Difference 2022	"Answering the Call to be Your Best Self Every Day Saves Lives"	Jill & Ron Plush
	Dare to Be Great	"The Power of Choice"	Nathan Lee
Communication	Be the Difference	"Say This, Not That"	Dawn Shumway
	Be the Difference 2022	"Feedback is Your Friend"	Halcyon Frank
	Dare to Be Great II	"The Squeaky Wheel Gets the Grease...How to Speak the Language of Your Administrators so You Can Be Heard and Understood"	Rosa Ramos
	Dare to Be Great	"Building Trust on Both Sides of the Console"	Halcyon Frank & Brie Frank
	Dare to Be Great	"Everyone Communicates 911 Needs to Connect"	Joe McCarville
	Missouri Professional Training Partnership Online	"Inviting Meaningful Feedback"	Roger Martin
	Missouri Professional Training Partnership Online	"The of Communication: Giving and Receiving Feedback"	Dru Clarke
	TED Talk	"What 911 Dispatchers Teach Us About Talk"	Heidi Kevoe-Feldman
	Dateline	"The Detective's Daughter (The Denise Amber Lee Story)"	Dateline

	Women in 9-1-1 Alliance	“Communicating with Confidence”	Karima Holmes & Mary Boyd
	Dare to Be Great 4	A Spoonful of Positive Helps the Feedback Go Down	Leslie Devey & Missy Widdison
Customer Service	NENA	TC Tip: Customer Service	John Ferraro
	YouTube/RSA	Brene Brown on Empathy	Brene Brown
	Dare to Be Great 3	Doing Time in Dispatch	Doug Showalter
Evaluations	Missouri Professional Training Partnership Online	“Performance Evaluations”	Roger Martin
General	Be the Difference	“Why is it So Hard? Perspective on Tough Topics in Your Center	Halcyon Frank
	Be the Difference	“Have Some Animal Magnetism”	Hank Hunt
	Be the Difference	“Man in the Mirror”	Sheila Hanna
	Be the Difference	“YOU are the Difference”	Tanya Lee
	Be the Difference	“You are the Difference...a Walk with Steve”	Steve Souder
	Be the Difference 2022	“Overcoming Adversity”	Dawn Shumway
	Be the Difference 2022	“Things I Wish I Was Taught about Money Growing Up”	Susi Marsan
	Be the Difference 2022	“In a Different Direction”	Rob McMullen
	Be the Difference 2022	“Keep on Keeping On”	Megan Lewis & Tanya Lee
	Be the Difference 2022	“An Emergency Landing”	Ricardo Martinez
	Be the Difference 2022	“HELP ME! I’m the Difficult Employee”	Melissa Alterio & Samantha Hawkins
	Dare to Be Great II	“Why YOU Matter”	Tanya Lee
	Dare to Be Great II	“Growing Up 9-1-1: Parenting Advice from a 16-Year-Old”	Chloe Porter & Christine Bannister
	Dare to Be Great II	“Knowing Great Enthusiasms, The Great Devotions...”	Jamison Peevyhouse
	Dare to Be Great	“The Power of Wondering Compassionately”	Jim Marshall
	Dare to Be Great	“Your 911 Environment, The Good, the Bad, and the Dirty”	Tanya Lee
	Dare to Be Great	“Championing Your Cause”	Rosa Ramos
	Missouri Professional Training Partnership Online	“Problem-Oriented Dispatching”	Ryan Dedmon

	Missouri Professional Training Partnership Online	"Amber Alerts"	Bob Larimer
	Missouri Professional Training Partnership Online	"Introduction to Grant Writing"	Reggi Rideout
	Missouri Professional Training Partnership Online	"Creating a Successful QA Program"	Andrew Hoover
	Missouri Professional Training Partnership Online	"Air Ambulances and the Telecommunicator"	Tara Hammer
	NENA	TC Tip: Building Your Support Network at Home	Nancy Lockhart
	The Dispatch Lab	Becoming a Better Advocate	Wendy Lotman
	The Dispatch Lab	"Be A Champion of Change"	Andrea King
	Commercial Electronics	Implicit Bias: Ripping the Blinders Off	Beth English
	Commercial Electronics	"Recruiting and Interviewing: Picking the Right People"	Beth English
	Commercial Electronics	"Aztec High School Shooting-The School Shooting You Didn't Hear About"	Beth English
	RapidSOS & Kyle Plush Answer the Call Foundation	"Kyle Plush Answer the Call Foundation"	Tracy Eldridge & Jill & Ron Plush
	National Public Safety Educator Forum	"Public Speaking for the Freaked Out"	Dr. Joe Serio
	Denise Amber Lee Foundation	Rotating Webinars on Various topics	Various Speakers
	Kansas APCO Training Day	988-A New Number for Crisis	Dru Clarke
	Kansas APCO Training Day	Be the Champion of Change	Andrea King
	Kansas APCO Training Day	Rediscovering the Humanity Beneath the Headset	Samantha Hawkins
	Kansas APCO Training Day (July)	Hey! What's Your Number?	Angie Rodgers
	Dare to Be Great 3	Stop Expecting YOU From Everyone	Megan Hamilton
	Dare to Be Great 3	911: What's Our Emergency? Diagnosing a Struggling Occupation Serving a Neglected System	Captain Kevin Haight, M.A. (ret)
	Dare to Be Great 3	In a Different Direction	Rob McMullen

	Dare to Be Great 3	Don't Build a Roof: Figuring Out Your Why & Where it Could Lead You	Roxanne VanGundy
	Dare to Be Great 4	I'm a Dispatcher...Now What?	Sabrina Henry
	Dare to Be Great 4	Protocol Based Dispatching: The Good, The Bad, & The Ugly	Rob McMullen
	Dare to Be Great 4	Where is the Generation Gap	Ruth Lagerquist
	Dare to Be Great 4	Beyond 911	Ashley Ahlquist & Jeff Jennings
	Dare to Be Great 4	Not Everyone in Your Circle is in Your Corner	Juliet Brown
	Dare to Be Great 4	It's Not Easy Being Super	Samantha Hawkins
	Dare to Be Great 4	Answering the Call: What Really Happens in 911	Dominique Mathis
	Dare to Be Great 4	Our Best Boundaries	Hannah Sande
	Dare to Be Great 4	Grow Through What You Go Through	Brian MacMurdo
	Dare to Be Great 4	Purpose Driven Performance	Dru Clarke
	Dare to Be Great 4	Why We Should Listen to Ricardo	Roxanne VanGundy
	Dare to Be Great 4	Invest in Yourself: Climbing the Mountain of Success will be Rocky	Erika Lakey & Yasmen Barnett
GIS/Mapping			
	NENA	TC Tip: Understanding GIS Layers & Accuracy	Keri Brennan
Hiring/Recruiting			
	Be the Difference 2022	"Modern 911 Team Recruiting"	Tracy Ertl
	Dare to Be Great 4	Recruiting & Retention: Creating Powerful Meaning Through Storytelling	Joe Serio
Industry			
	Be the Difference	"9-1-1: What's Our Emergency? Diagnosing a Struggling Occupation Serving a Neglected System"	Capt. Kevin Haight
	Dare to Be Great	"911 Today"	Joe McCarville
Leadership			
	Be the Difference	"Being the 'Unspoken' Leader for Your Agency's Leadership"	Melanie Neal
	Dare to Be Great II	"Transformational Leadership in ECCs"	Karima Holmes
	Dare to Be Great II	"Leadership is not for the Weak, but for the Brave"	Tyrell Morris

	Dare to Be Great II	Lead, Follow, Or Move Out of My Way	Doug Showalter
	Dare to Be Great	“Front Line Leadership: How to Embrace Change While Making a Difference”	Adam Timm
	Commercial Electronics	“The Leadership Twilight Zone: Handling Situations That Aren’t in the Manual”	Beth English
	Missouri Professional Training Partnership Online	“Comm. Center Leadership & Supervisor”	Angie Stiefermann
	Missouri Professional Training Partnership Online	“Proactive Leadership Strategies”	Cheryl Konarski
	Commercial Electronics	“Leading Through the Relationship Minefield”	Beth English
	Commercial Electronics	“Leading the Toxic Employee”	Beth English
	Commercial Electronics	“You’re a NEW LEADER, Now What?”	Beth English
	Commercial Electronics	“The Top 6 Leadership Skills You Need”	Beth English
	Guardian Tracking	“How to Improve Performance Evaluations”	Lt. Paul Boulware, Lt. Leon Wasilewski, & Lt. Mike Reed
	Kansas APCO Training Day	Personal Leadership Development Books	Sabrina Henry
	Missouri Professional Training Partnership	Becoming an Employee First Culture	Roxanne VanGundy
	Missouri Professional Training Partnership	The Spirit of Leadership: Unlock the Leader Within	Dru Clarke
	Dare to Be Great 3	Positivity Breeds Powerful Leaders	Amy Patin
	Dare to Be Great 3	Loss in the Comm Center: Lessons in Leadership	A. Wesley Jones
Legislation			
	Dare to Be Great II	“A Daughter’s Cry Goes Unanswered”	Hank Hunt
	Reclassification Toolkit	“Toolkit Overview”	Halcyon Frank & Co.
	Dare to Be Great 3	Unsung Heroes	Congresswoman Norma Torres
Liability/Legal			
	Be the Difference 2022	“The Dust Has Settled-SUBPOENA”	Joe McCarville
	Missouri Professional Training Partnership Online	“Liability & Courtroom Demeanor”	Angie Stiefermann
Peer Support			
	Dare to Be Great II	“Peer Support Team Development, Implementation, and Oversight”	Pam Opoka & JC Ferguson

Policy/SOPs	Be the Difference 2022	“When Policy Kills”	Tony Harrison
Professionalism	NENA	“TC Tip: Professionalism in the 9-1-1 Center”	Jennifer Kirkland
Public Education	Be the Difference 2022	High School Program	Lily Peterson & Lori Hendricksen
	Commercial Electronics	“9-1-1 Public Education: The Big Picture”	Beth English
	National Public Safety Educator Forum	“Creating a Virtual Classroom”	Kaitlyn Jordan
	National Public Safety Educator Forum	“Elevate Your Virtual Learning”	Amanda Lindgren
Significant Incidents	Dare to Be Great	“Lessons Learned from the Oklahoma City Bombing”	Tony Harrison
	Dare to Be Great II	“Shots Fired, Shots Fired”	Tony Harrison
	Dare to Be Great II	“22 Words”	Matt Grogan
	Dare to Be Great II	“Tubbs Fire and the Impact on the Dispatch Center”	Don Jones
	Commercial Electronics	“Multi-Agency Critical Incidents-Or Herding Cats 101”	Beth English
	Dare to Be Great 3	When the Storm Hits: Leveraging New Resources for Disaster Response	Dan Wright & Tracy Eldridge
	Dare to Be Great 3	Dispatching During Social Unrest	Doug Showalter
	Dare to Be Great 3	Working Large Scale Disasters	
Social Media	Dare to Be Great	“Social Media Tips and Tricks”	Leah Hornacek
Stress/Stress Management	Be the Difference	“Stress; It’s All in Your Head”	Tony Harrison
	Be the Difference 2022	“Resiliency in 911”	Tina DeCola
	Dare to Be Great II	“Dare to Be Today”	Dr. Michelle Lilly
	Dare to Be Great II	“Self-Care During a Pandemic”	Samantha Sturgis
	Missouri Professional Training Partnership Online	“Stress Management”	Roger Martin
	NENA	“TC Tip: Do I Have PTSD?”	Dr. Michelle Lilly
	Commercial Electronics	“3 Keys to Beating Dispatcher Stress”	Adam Timm
	Lexipol	“First Responders, Stress Management and Coronavirus”	Mike Taigman

	Kansas APCO Training Day	Yes, You Can Smell the Number 9!	Ruth Lagerquist
	Dare to Be Great 4	The Aftershocks	Dawn Shumway
Technology			
	Commercial Electronics	" Understanding Device Location"	Paul Tatro
	Commercial Electronics	"Radio 101: What Telecommunicators Need to Know About Land Mobile Radio (LMR)"	Beth English
	Commercial Electronics	"Live911: What's in it For You"	Beth English
	Commercial Electronics	"PSAP in the Cloud"	Beth English
	Commercial Electronics	"Drones and 9-1-1: Are you Read for THIS?"	Beth English
	Commercial Electronics	"9-1-1 Technology for Non-Engineers: How the Magic Happens"	Beth English
	Commercial Electronics	"9-1-1 Technology for Non-Engineers: Episode 2: The Rest of the Story"	Beth English
	Missouri Professional Training Partnership Online Training	"Radio 101"	Tara Hammer
	Missouri Professional Training Partnership Online Training	"ADA & TTY for Telecommunicators"	Roger Martin
TERT			
	Be the Difference	"TERT-Preparing for Communication Center Deployments"	Natalia Duran
	Commercial Electronics	"TX TERT Hurricane Harvey Telecommunicator Response"	Jason Smith
Training			
	Be the Difference 2022	"Making a Real Connection: Critical Elements in Training"	Joe Serio
	Dare to Be Great II	"Teaching the Adult Learning-Answering the Why"	Leslie Whitham
	Dare to Be Great	"Training for the Future"	Doug Showalter
	Commercial Electronics	"They're Here: What You Need to Know About Training Gen-Z"	Beth English
	Missouri Professional Training Partnership Online Training	"Adult Learning Styles"	Zachary Dykes
	Missouri Professional Training Partnership Online Training	"CTO Refresher"	Angie Stieffermann

	Missouri Professional Training Partnership Online Training	“Active Learning”	Roger Martin
	Missouri Professional Training Partnership Online Training	“Trainer Technology”	Zachary Dykes
	Missouri Professional Training Partnership Online Training	“What’s In Your Training Budget?”	Cheryl Konarski
	NENA	“TC Tip: Discretionary Override”	Leslie Whitham
	Commercial Electronics	“CYA! Cover Your Agency with Documentation”	Beth English
	Commercial Electronics	“From Punching Bag to Telecommunicator: Training Mistakes to Avoid When Developing Your BEST Co-Worker”	Beth English
	Kansas APCO Training Day (July)	The Information Gap: What We Learn vs. What We Do With It	Sabrina Henry
	Kansas APCO Training Day (July)	Tracking Training Progress Results	Crystal Spear
	The Dispatch Lab	CTO Essentials: Building Trust & Identifying Motivations	Kris Nichols
	Missouri Professional Training Partnership	How to Not Burnout as a Trainer!	Cassie Sexton
	The Learning Camel	5 Learning Technologies to Explore	Cara North
	Missouri Professional Training Partnership	Creating an Emergency Communications Training Manual	Halcyon Frank
	Dare to Be Great 3	How to Build Better Training	Halcyon Frank
	Dare to Be Great 3	Improving Training with Technology	Halcyon Frank
	Dare to Be Great 3	We Are All 911, Right	Joe McCarville
	Dare to Be Great 4	Is Your Training Better Than Doing the Dishes	Gary Hill
	Lurn911	Instructional Design in Dispatch	Leslie Janzen & Halcyon Frank
Trauma/Traumatic Incidents	Be the Difference 2022	“Preparing for Your Worst Day(s)”	Greg Hauser
	Dare to Be Great II	“Face that Fire: The Journey After Traumatic Events”	Nathan Lee & Joshua Fonseca
	Dare to Be Great II	“Shots Fired: Breaking the Silence on PTSD, Peer Support, and Resiliency”	Nicole Janey
	Dare to Be Great 4	Dispatcher Down: PTSD & Mental Health in Dispatch	Amanda Whitney

	Dare to Be Great 4	Living with PTSD, A Former 911 Dispatcher Perspective	Wendy Bundy
Weather			
	Be the Difference	“Surviving a Derecho- Lessons Learned from an Inland Hurricane”	Joe McCarville
	Missouri Professional Training Partnership Online Training	“Understanding Weather Radar”	Steve Runnels (NWS)
	Missouri Professional Training Partnership Online Training	“Severe Weather Communications”	Steve Runnels (NWS)
	Missouri Professional Training Partnership Online Training	“Lessons Learned from the Joplin Tornado”	April Ford & Kima Burnett
Wellness			
	Be the Difference 2022	“The Care and Feeding of Your 911 Dispatchers”	Susi Marsan & Nancy Lockhart
	Be the Difference 2022	“Finding Your Light Again”	Matt Grogan
	Be the Difference 2022	“Emergency Dispatcher Resilience”	Rev. Dr. Edie DeVilbiss
	Dare to Be Great	“Sit, Stand, Repeat”	Samantha Sturgis
	Dare to Be Great	“Mindfulness Basics”	Luz Martinez
	Dare to Be Great II	Dare to Get Rest	Luz Martinez
	Missouri Professional Training Partnership Online	“These are Your First Steps to a Healthier You!”	Zachary Dykes
	9-1-1 Training Institute	“9-1-1 Resilience in COVID Video Series”	Jim Marshall
	Guardian Tracking	“Preventing Compassion Fatigue through Strategic Affirmation & Resilience Training”	Mike Reed & Jim Marshall
	Dare to Be Great 3	Even Stronger 911	Rev. Dr. Edie DeVilbiss
	Dare to Be Great 3	Overcoming Obstacles: Building a Better You	Brian MacMurdo
	Dare to Be Great 3	Breaking Down Barriers	Ernie Stevens, Ret
	Dare to Be Great 3	Creating Your Own Calm	Ruth Lagerquist
	Dare to Be Great 3	Taking Care of Our Own: Recognizing & Preventing Burnout & Building Resilience	Rebecca Densmore
	Dare to Be Great 4	Breaking the Cycle of Burnout	Ella England
	Dare to Be Great 4	Getting the Monster Out from Under Your Bed	Joe Serio
	Dare to Be Great 4	NatPacks-Nourished for Optimal Health-Even in High Stress	Natalie Hunt
	Dare to Be Great 4	23 & Me	Cindy Sparrow

	Dare to Be Great 4	911 Dispatchers & Compassion Fatigue: Taking Care of Ourselves so We Can Take Care of Others	Angela Johnson
	Dare to Be Great 4	The Chronic Stress Cascade: The Biology of Stress in the Radio Room	Sara Pagel
	Dare to Be Great 4	Reframing Anxiety	Cassie Owens & Nicole Whittaker
Women in 9-1-1	Dare to Be Great II	"Finding Your Voice as a 911der Woman"	Sara Weston & Halcyon Frank
	The Dispatch Lab	"Intro to Presenting for 911der Women"	Halcyon Frank

If there are any trainings that have been missed, please feel free to email the information to Halcyon@deniseamberlee.org to be added.

