VIRTUAL ACADEMY
9-1-1



Gold Flame 911 Training Bulletin

Greetings Headset Heroes!

As we wrap up another demanding and meaningful year in 9-1-1, December gives us a moment to pause, reflect, and recognize the incredible work you do every single day. This year has asked a lot of you—mentally, emotionally, and professionally—and yet you've continued to answer the call with skill, compassion, and resilience. That matters more than words can capture.

Throughout the year, training has remained a cornerstone of preparedness and confidence in our profession. From self-paced online learning to hands-on onsite instruction and hybrid experiences, these flexible training models have helped ensure you're equipped to meet challenges head-on—whether facing routine calls or the moments that test everything you know. Your commitment to continuous learning strengthens not only your own performance, but the safety and well-being of the communities you serve.

December is also a time to acknowledge the human side of this work. Behind every headset is a person who carries the weight of difficult calls long after the line disconnects. We recognize the emotional toll this profession can take, and we remain committed to supporting your wellness, resilience, and long-term success. The skills you've built this year—communication, empathy, critical thinking, and emotional intelligence—are not just professional tools; they're life-saving ones.

As the year comes to a close, we want to simply say thank you. Thank you for the late nights, the calm voices in chaos, the steady presence during someone else's worst moment. Thank you for choosing this profession and for showing up when it matters most.

May this holiday season bring you rest, renewal, and moments of peace with those you love. We wish you a safe, joyful holiday and a new year filled with hope, health, and continued purpose.

With gratitude and warm holiday blessings,

-Kelly Sanders-Kelley

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Awareness Month

December is also recognized as Seasonal Affective Disorder (SAD) Awareness Month, a reminder that the shorter days and darker mornings can take a real toll on mental and emotional well-being. Reduced sunlight, disrupted sleep patterns, and increased isolation can quietly impact mood, energy, and focus—especially in high-stress professions like 9-1-1.

Acknowledging these challenges is an important step toward managing them. Prioritizing rest, staying connected, and seeking support when needed helps ensure you remain healthy, resilient, and ready to continue the vital work you do for your community.

COMING SOON

Leading Generations
Beth McGrath

Conflict Management
Beth McGrath

How Mismanaged Conflict Affects Retention
Heather Joyner

The Behavior Allowed Becomes the Standard
Heather Joyner

NEW COURSE RELEASES 2025

- **Liability in 9-1-1 — Christina Bailey**
- **Implementation of Denise and Gallop — Leslie Whitham**
- **Communicating to Create Change I: Fundamental Skills of Change — Stephen Johnson**
- **When It's Your Own: Taking Calls From People We Know, Including Line-of-Duty Injury or Death — Tracy Ertl**
- **Prepare Your Backpack: Emotional Survival for the 9-1-1 Professional — Stephen Johnson**
- **Serving Veterans When They Call 911 — Tracy Ertl**
- **How IoT Is Changing the Public Safety Landscape — Jen White**
- **Cognitive Diversity: Understanding Why Our Brains Don't "Brain" the Same! — Tracy Eldridge**
- **Data-Driven Decisions: How Data Mitigates Disasters — Jamison Peevyhouse**
- **Mr. Rogers or Mr. Hyde: Which Type of CTO Are You? — Kris Inman**
- **Communicating Discipline: The Critical Exchange — Kris Inman**
- **Coping With 9-1-1 Grief and Loss During the Holidays — Tracy Ertl**
- **The Ethical Compass: Navigating Ethics and Accountability in Public Service — Tracy Eldridge**
- **History of Substance Use Disorders and the Importance of Non-Stigmatizing Language — David Douglas**
- **Overcoming Workplace Drama — Jeryl Anderson**
- **Leveraging AI to Increase Efficiency in Public Safety Training Programs — Halcyon Frank**
- **Diversity in the Comm Center — Jeryl Anderson**
- **Applying the Science of Learning for Lasting Impact — Halcyon Frank**
- **How to Create a Successful CTO Program in the PSAP — Jennifer Schwendiman**
- **Substance Use Disorders in Public Safety — David Douglas**
- **Use of AI in the 9-1-1 Centre — Monica Million**
- **You Can't Be Big and Play Small — Katrina Harley**
- **Seeing "RED" — Katrina Harley**
- **Mastering Your Money: A Journey to Financial Wellness for Public Safety Personnel — Casey Flemings**
- **The Unseen Adversary: Stress Management and Mental Health for 9-1-1 Dispatchers — Jamarcus Williams**
- **Just the Two of Us — Brandi Powell**
- **The Missing Piece of the Puzzle: Community Outreach, Engagement, and Recruiting in 9-1-1 — Jamarcus Williams**
- **Triggers, Trauma, and Telecommunicators — Brandi Powell**

OnSite+ Training Recap

Leadership Essentials Across Tennessee

VIRTUAL ACADEMY

OnSite

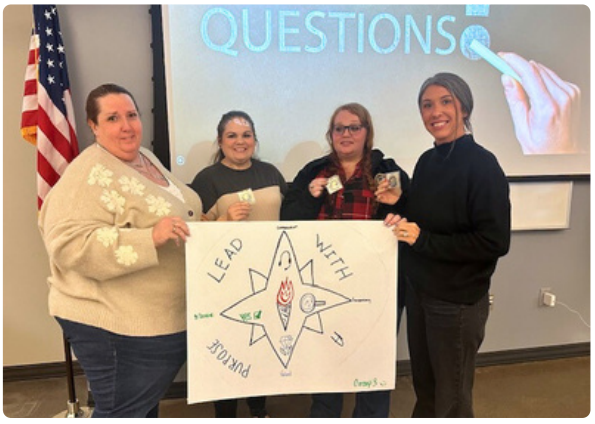
ON SITE. ONLINE. MISSION-READY.

We recently had the privilege of taking Leadership Essentials on the road, spending time onsite with teams in Henry, Knox, Williamson, and Sullivan counties. These sessions were packed with meaningful discussion, real-world scenarios, and the kind of collaborative energy that reminds us why in-person training still matters.

From sharing experiences to tackling leadership challenges together, each location brought its own perspective to the table—creating a learning environment that was practical, engaging, and refreshingly honest. The conversations were strong, the participation was even stronger, and the commitment to growth was evident in every room.

Be sure to check out the featured photos highlighting these sessions. They capture what we value most: connection, collaboration, and leaders investing in leaders.









For more information regarding Onsite+ training in your area be sure to contact your Regional Manager!

CONTACT US

2026 CONFERENCE

SCHEDULE

FEBRUARY
Georgia Emergency Communications Conference
NENA GTW

MARCH
Cal NENA
Missouri Public Safety Conference

FOLLOW US ON SOCIALS

Virtual Academy 9-1-1

@virtualacademy911

Virtual Academy 9-1-1

Get ready, coin collectors and designers! 👀

We've got a Challenge Coin Contest headed your way. Follow us on social media for all the details and a chance to show off your creativity!

DID YOU KNOW?

9-1-1 Trivia Question (True Tennessee Story)

In a real 9-1-1 call in Tennessee, a dispatcher saved a caller who was choking and completely alone by calmly coaching them to perform what life-saving action on themselves until help arrived? The dispatcher instructed the caller to perform a self-administered Heimlich maneuver using a firm surface—successfully clearing the airway before responders arrived.

One call. One voice. One life saved—because training travels through the headset.

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OnSite©+

ON SITE. ONLINE. MISSION-READY.

ONSITE+: SMARTER TRAINING, STRONGER WELL-BEING

Step up as a Public Safety leader with 24-hour hybrid OnSite+ training. Gain practical skills, real-world strategies, and the confidence to lead teams effectively, make critical decisions, and grow your career.

- Stronger leadership skills
- Improved decision-making
- Tools for personal and team growth
- Better connections with your team and peers

Stay tuned for additional training in 2026!

Meet the Team

Our team is a group of dedicated professionals committed to delivering excellence in everything we do. With diverse backgrounds and expertise across various industries, each member brings a unique set of skills and perspectives that help us achieve our goals. From creative problem-solving to exceptional customer service, we work collaboratively to ensure that every project is completed with care, precision and integrity.

Together, we are passionate about what we do and strive to make a positive impact on those we serve.



Kelly Sanders-Kelley
National Director, Marketing & Sales
kelly.kelley@virtualacademy.com

Kelly Sanders-Kelley has been an integral part of Virtual Academy for eight years as the National Director, following a decade of consulting with the company. Her leadership spans the nation, and her dedication to supporting law enforcement and 911 professionals is evident in every partnership she builds.



Patrick Adams
Senior Regional Manager
patrick.adams@virtualacademy.com

For the past three years, **Patrick Adams** has been a vital part of the Virtual Academy team, serving as a Regional Manager. With his extensive experience and passion for making a difference, Patrick is dedicated to empowering law enforcement and 911 professionals through effective training solutions.



Jodi Springer
Regional Manager
jodi.springer@virtualacademy.com

Jodi Springer joined the Virtual Academy team in 2024 and has quickly become an integral part of the organization. With a passion for helping partners achieve their goals, Jodi brings a fresh perspective and a commitment to excellence to every interaction.



Heather Wall
Regional Manager
heather.wall@virtualacademy.com

With 5 years of experience at Virtual Academy, **Heather Wall** is a dedicated Regional Manager who has consistently served law enforcement and 911 professionals. Her expertise, combined with her commitment to helping first responders succeed, makes her a valuable member of the Virtual Academy team.