

Greetings Headset Heroes!

Welcome to this month's training bulletin, where we'll be discussing the critical role of comprehensive training in the demanding field of 911 dispatch. As first responders, your ability to handle high-stress situations and provide immediate, life-saving assistance is paramount. This month's bulletin will delve into the distinct advantages of online, onsite, and hybrid training models, exploring how each format contributes to a well-rounded and effective skill set. We'll be highlighting how these flexible training options ensure you're always prepared, whether through self-paced online modules, hands-on simulations in an onsite environment, or a blend of both. This adaptability is key to keeping pace with the evolving challenges of emergency response.

September is National Suicide Prevention Awareness Month, and we want to underscore its profound importance. The topics covered in this month's training are not just theoretical; they are directly applicable to real-life situations you encounter daily. We're proud to offer courses specifically designed to address the mental health and wellness of both our dispatchers and the public you serve. These courses, like our training on Building 9-1-1 Lifebridges to Suicide Callers and The Resilience Mindset equip you with the knowledge and tools necessary to handle these delicate calls with empathy and professionalism. We recognize the immense responsibility you carry and the emotional toll it can take. Our goal is to equip you with the knowledge and tools necessary to handle these delicate calls with empathy and professionalism.

Thank you for your dedication and for your tireless commitment to public safety. Your work truly saves lives.

-Kelly Sanders-Kelley

VIRTUAL ACADEMY®

Awareness Month

Supporting 9-1-1 Professionals This Suicide Awareness Month

All September long, in honor of Suicide Awareness Month, Virtual Academy is spotlighting the experts behind our Wellness & Resiliency courses.

Each week, we're featuring leading voices in the industry—Dr. Michelle Lilly, Natalie Hunt, and Tracy Ertl—along with their specialized training designed to help 9-1-1 professionals manage stress, grief, and the emotional demands of their work.

From peer support and emotional survival strategies to nutrition, movement, and trauma-informed care, these courses provide essential tools to strengthen resilience and support mental health for telecommunicators and their agencies alike.

NEW COURSE RELEASES

You Can't Be Big and Play Small
Katrina Harley

Seeing Red: Recognizing the Warning Signs of Domestic Violence as a Telecommunicator
David Douglas

UPCOMING COURSE RELEASES

The Missing Piece of the Puzzle: The Importance of Community Outreach, Engagement, and Recruiting in 9-1-1
Jamarcus Williams

The Unseen Adversary-Stress Management and Mental Health for 9-1-1 Dispatchers
Jamarcus Williams

Conflict Management
Beth McGrath

Leading Generations
Beth McGrath

Your Money: A Journey to Financial Wellness for Public Safety Personnel
Casey Flemmings

Triggers, Trauma, and Telecommunicators
Brandi Powell

Just the Two of Us
Brandi Powell

PSAP PLAYBOOK WEBINAR

A Guide to Dynamic Training

Transform your PSAP with The PSAP Playbook. Learn strategies to engage teams, empower CTOs, and build dynamic training that lasts.

Iowa | With Special Guest Rhonda Braudis
Friday, October 10 | 10:00 a.m. CT

Mississippi | With Special Guest Shelia Mynatt
Friday, October 24 | 10:30 a.m. CT

Georgia | With Special Guests Shireka Graham and Katrina Harley
Monday, October 27 | 2:00 p.m. ET

Florida | With Special Guests Brandie Ball and Janna Huter
Tuesday, October 28 | 11:00 a.m. ET

Texas | With Special Guests Joanne Gillam, Kristi Fogleman, and Merle Luster
Wednesday, October 29 | 11:00 a.m. CT

Indiana | With Special Guest Sheryl Stephenson
Thursday, October 30 | 10:00 a.m. ET

Virginia | With Special Guest Toby Akers
TBD

Idaho | With Special Guest Dawn Shumway
TBD

VIRTUAL ACADEMY

OnSite©

ON SITE. ONLINE. MISSION-READY.

ONSITE+: SMARTER TRAINING, STRONGER WELL-BEING

Step up as a Public Safety leader with this 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

Check out our upcoming courses and take the next step in your leadership journey!

OCTOBER 2025

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

LEADERSHIP ESSENTIALS: FIRST LINE LEADERSHIP AND SUPERVISION
304 BEASLEY DR, FRANKLIN, TN 37064

NOVEMBER 2025

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

LEADERSHIP ESSENTIALS: FIRST LINE LEADERSHIP AND SUPERVISION
140 SPURGEON LN, BLOUNTVILLE, TN 37617

REGISTER NOW

CONFERENCE SCHEDULE

SEPTEMBER
KESC
INDIANA 9-1-1 Professional Conference
TENA

OCTOBER
Nebraska APCO/NENA Gulf Coast Conference
Utah APCO
South Carolina APCO/NENA

NOVEMBER
APCO Atlantic Chapter

DECEMBER
Florida NENA

DON'T MISS OUT!



OnSite+ Training Recap

We've had a busy few weeks with OnSite+! On August 27–28, our team was in Henry County delivering impactful in-person training, followed by a two-day session in Knoxville on September 9–10. Both classes were packed with engaging discussions, practical takeaways, and
the kind of connection that only comes from being in the room together.

A big thank you to everyone who joined us
Your commitment to professional growth
is what makes these sessions so meaningful!

VIRTUAL ACADEMY
OnSite+
ON SITE. ONLINE. MISSION-READY.



Henry County


Knox County

A Special Thank You to Our Sponsors

We're proud to recognize ***Bethel University*** and ***RapidSOS*** for their generous support of our recent OnSite+ classes. Their partnership helps make these in-person training opportunities possible, empowering public safety professionals with the tools and knowledge they need to succeed. We're grateful for their commitment to strengthening the industry and investing in its future.

RapidSOS BethelUniversity

FOLLOW US ON SOCIALS

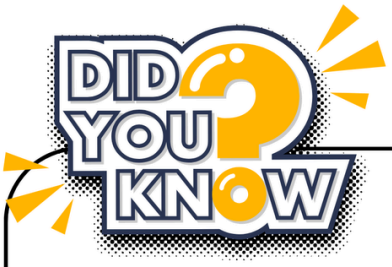
Virtual Academy 9-1-1

@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!



Trivia with Virtual Academy

In 1999, a 9-1-1 operator in Michigan helped save a baby stuck in a car seat in a freezing car by calmly coaching the mother on CPR over the phone. This is just one example of how quick thinking and expert guidance over the phone can save lives.

Virtual Academy courses help prepare telecommunicators for moments just like this—because every second counts!