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FEATURED COURSE

Autism Awareness for 9-1-1 Telecommunicators

Hours: 1

Learn online with Jared Pelham

Jared Pelham has served many roles in Emergency Services and Public Safety. For the past 13 years he has remained in Public Safety Communications, beginning as a dispatcher for his county EMS and volunteer fire departments. In October of 2013, he earned and accepted a new role at the District by joining the Training and Quality Assurance Team. Jared has completed NENA’s Center Managers Certification Program (CMCP) and earned his Emergency Number Professional (ENP) certification. He also just completed the APCO’s Registered Public-Safety Leader program October 2018. Jared currently serves on several Public Safety Communications committees with NENA, APCO and the State of Tennessee.

Jared’s son, Caleb, has made him an advocate for autism. At the age of 5, Caleb began showing signs, traits and characteristics, of what is called the Autism Spectrum Disorder (ASD). Through personal experiences, education and awareness for ASD, Jared has shared tools that can prepare Telecommunicators, their responders, and even families in dealing and preparing for an Autism Emergency.

Course description:

This course will provide an understanding of the impact and challenges of an Autism Spectrum Disorder (ASD) Emergency on telecommunicators, responders, and family members and how to incorporate those challenges into skills needed to gather information when processing these calls for service.

Trainees objectives:

- Discuss ASD, its diagnoses and describe its several different traits and characteristics
- Discuss what role Public Safety Telecommunicators have and what challenges they will face with an ASD Emergency
- Describe the challenges, how to gather pertinent information, and tools for responders during an ASD Emergency
- Identify how families can be better prepared before and during emergencies involving ASD
- Describe tools and strategies for families and caregivers to use during an ASD Emergency

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Full Course List

Leadership
- Advanced Internal Affairs Investigations
- Body-Worn Cameras and Electronic Recording Considerations
- Conducting a SWOT Analysis
- Crime Mapping: Evidence-Based Policing
- Ethical Issues for Law Enforcement
- Ethical Leadership
- Field Training Programs: An Introduction
- Field Training Programs: Correcting Poor Performance
- Field Training Programs: Utilizing the Daily Observation Report
- Generational Differences in the Workplace
- Human Fatigue in 24/7 Operations
- Introductory Internal Affairs Investigation
- Leading by Example
- Managing Personnel and Organizational Change
- Maneuvering Successfully in the Political Environment
- Mission, Vision, and Core Values
- Recruitment and Retention of Law Enforcement Personnel
- Reducing Liability for Smaller Agencies
- Strategic Planning
- Team Building for Command Staff
- The Leadership Role in Public Service
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- U.S. Constitution: Connecting the Dots to an American Purpose
- Using the DISC Diagnostic Tool

General Patrol
- Autism Awareness for First Responders
- Basic Computer Skills
- Bloodborne Pathogens
- Child Sex Abuse (3 editions)
- Combating Human Trafficking
- Communication and Intrinsic Bias
- Community Policing in the 21st Century
- Courtroom Demeanor and Testimony
- Cultural Competency: Racial Profiling/Implicit Bias: Part 1, 2
- De-escalation Verbal Judo
## General Patrol (cont.)
- Domestic Violence: Call Through Investigations
- Emergency Vehicle Operations Course (EVOC) (2 editions)
- Fentanyl, Opioids, and Naloxone (Narcan) Use
- Firearms Training Series (13 courses)
- Interacting With Drivers Who Are Deaf or Hard of Hearing
- Officer Involved Domestic Violence
- On Combat: A Primer
- On Killing: A Primer
- Police Health and Mental Wellness
- Mental Illness (3 editions)
- Proper Restraints and Holds Techniques
- Sovereign Citizens
- The Bulletproof Mind for Law Enforcement
- Use of Force and Liability Issues
- Writing Better Police Reports

## Telecommunications
- Autism Awareness for 9-1-1 Telecommunicators
  (Featured Course, Inside front cover)
- Call Handling for the Telecommunications Center
- Counseling and Discipline for the Telecommunications Center
- HR Practices for the Telecommunications Center
- Interpersonal Communication
- Personnel Issues
- Responding to an Active Violence Event
- Servant Leadership in the PSAP
- Stress Management for Telecommunicators
- Supervision 101 for the Telecommunications Center
- Understanding Stress for the Telecommunicator

## Investigations
- Basic Photography Techniques for Law Enforcement
- Cell Phone Technologies and Data Recovery (2nd ed)
- Criminal Drug Interdiction
- Death and Homicide Investigations
- Executing Search Warrants
- Fingerprint Identification and Preservation Methods
- Firearms Investigations Training
- Internet Tools for Criminal Investigators (2nd ed)
- Investigating and Prosecuting Cyber Predators
- Investigative Techniques for Social Media: Parts 1, 2 and 3
- IPv6, Cloud Computing, and Mobile Hotspots
- ISIS and Social Media
- Packaging and Submission of Forensic Evidence
- Practical Kinesic Interviewing: Part 1
- Practical Kinesic Interviewing: Part 2
- Statement Analysis® Interviewing Techniques
- Violent Jihadist Radicalization: Case Study of the Toronto 18

## School Safety
- AMBER and Silver Alert Initiatives
- Emergency Operations Planning for Schools
- School Safety: Yesterday, Today and Tomorrow
- Six Senses of School Safety
- The Root of Violence Part 1: Lessons from Jonesboro on School and Gang Violence
- The Root of Violence Part 2: The External Threat and Predicting Terrorist Attacks
- The Root of Violence Part 3: School Violence Prevention and Management Tactics

## Constitutional Criminal Law and Procedures
- Introduction to Constitutional Criminal Law and Procedure
- 4th Amendment (Exclusionary Rule and Remedies)
- Search Warrants and Probable Cause
- Arrests and Terry Stops and Warrantless Searches (Exceptions)
- 6th Amendment (Right to Counsel, Impartial Jury)
- Miranda and the Interview
- Suspect ID’s (Lineup, Show up)
- The Pretrial Process
- The Criminal Trial

## Corrections
- Corrections Communities
- Cultural Diversity
- Effectively Managing LGBTI Inmates
- Personal, Cell, and Area Searches
- PREA 101: Basic Introduction to PREA
- PREA First Responder Duties, Protocols and Investigations
- Professionalism and Ethics
- Security Audits and Count Management
- Segregation (Inmates)
- Use of Force

## Administrative
- Computer Applications
- Critical Thinking and Time Management
- Performance Management
- The Value Gap
- Workplace Harassment

## Upcoming Courses
- Introduction to Cyber Security
- Verbal Judo for the Telecommunicator

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NEW!
Leadership Courses

Advanced Internal Affairs Investigations
Rick Courtemanche, J.D.
Deputy General Counsel
The Florida Bar
Hours: 4
This course is designed for chiefs, commanders, supervisors, internal affairs/professional standards unit managers, and investigators who are central to the administrative investigative process. This class discusses the legal and operational necessities of administrative investigations, including the importance of establishing an effective complaint acceptance process, the rules of engagement for administrative and criminal investigations, the due process rights of public employees, the value of an agency’s early warning/identification process, and the different types of misconduct cases and their impact on the internal affairs process.

Body-Worn Cameras and Electronic Recording Considerations
Rex Scism
President/CEO
Midwest Police Consultants, LLC
Hours: 1
In May 2015, the United States Department of Justice released the comprehensive findings of the President’s Task Force on 21st Century Policing. That report summarized six primary findings related to nearly every facet of criminal justice, including training and education. This course satisfies multiple areas covered in the task force report and consists of one module, designed to expand participant knowledge in the areas of body worn cameras and law enforcement’s role regarding electronic recordings by the public.

Conducting a SWOT Analysis
Jo Vitek
President and Accreditation Manager
Divine Province of South Dakota
Hours: 1
A SWOT analysis is a proactive approach to organizational leadership. Course participants will be introduced to the process that will aid in the assessment of the current status of an agency, division, unit, or squad. Officers will learn how to assess their internal and external environments using the framework of strengths, weaknesses, opportunities, and threats.

Crime Mapping: Evidence-Based Policing
Richard Janikowski
Principal
Strategic City Solutions
Hours: 3
This course explores how police can effectively use crime mapping and analysis to adopt data-driven policing strategies to help reduce crime and enhance safety in their community. Officers will examine new and evolving directions in policing, including use of a problem-solving process for addressing crime and safety issues.
Ethical Issues for Law Enforcement
Aaron Thompson
Vice President and Chief Academic Officer
The Council on Postsecondary Education, Frankfort, KY
Hours: 3
Ethical Issues for Law Enforcement explores ideas and information in and around ethical decision-making as it pertains to law enforcement. Officers will understand the need for law enforcement practitioners to make informed, ethical judgments. This course will offer practical examples of the applications of ethics in real world scenarios and examples. It will also explore the philosophers who are considered the backbone of our ethical observations.

Ethical Leadership
Alan Malinchak
CEO
Éclat Transitions LLC
Hours: 2
This course provides participants with a pragmatic understanding, reflection, and continued discussion of ethical issues and dilemmas in life and the workplace. Participants will engage in exercises to further determine their own ethics and how to effectively apply them within their organization.

Field Training Programs: An Introduction
Steven Kellams
Captain
Bloomington Police Department
Hours: 2
This course will introduce officers to apprenticeship programs for law enforcement, corrections, communications, fire, and emergency medical services. This course focuses on the San Jose Model of field training; however, it will also briefly discuss other field training models. At the conclusion of this course, officers will understand the purpose of field training programs and the key elements necessary for success.

Field Training Programs: Correcting Poor Performance
Steven Kellams
Captain
Bloomington Police Department
Hours: 2
This course is designed to provide officers with an understanding of the proper steps to correct poor performance in new recruits. This course will discuss initial instruction, adult learning theory, and common methods used to correct a new recruit’s performance in the training program. At the conclusion of this course, officers will be able to provide guidance and training to correct the mistakes being made by a new recruit.
Field Training Programs: Utilizing the Daily Observation Report

Steven Kellams
Captain
Bloomington Police Department

Hours: 2

This course will provide officers with the information necessary to complete a daily observation report for the San Jose Model of field training. This course will discuss the purpose of the scale value system, the behavioral anchor approach, and the use of the standard evaluation guidelines. Common performance appraisal errors will also be addressed in the training. At the conclusion of this course, officers will be able to properly complete a daily observation report.

Generational Differences in the Workplace

Jo Vitek
President and Accreditation Manager
Divine Province of South Dakota

Hours: 1

The different generations in the workplace in today’s law enforcement agencies are identified and examined in this course. For the first time ever, there are four generations in our law enforcement agencies and six living generations in America...each group with distinct likes and dislikes and unique attributes and characteristics. Course topics include identifying the multi-generations in your agency; learning their differences in their values, perspectives, and behaviors; learning what motivates and de-motivates each generation; and learning what causes them to stay or leave your agency.

Human Fatigue in 24/7 Operations

Rex Scism
President/CEO
Midwest Police Consultants, LLC

Hours: 1

This course explores the relationship between human fatigue and important biological functions that impact not only personal well-being and officer safety, but organizational liability and overall risk management.

Introductory Internal Affairs Investigation

Rick Courtemanche, J.D.
Deputy General Counsel
The Florida Bar

Hours: 2

An internal affairs process based on the principles of fairness and responsiveness demonstrates a police agency’s willingness to meet public expectations of unquestionable integrity and ethics. This course is designed for internal affairs investigators or supervisors tasked with conducting administrative investigations. Students will learn the basic legal and operational principles in conducting administrative investigations, focusing on the constitutional protections afforded officers under investigation, and the relationship between employers and employees.
Managing Personnel and Organizational Change

Dave Corderman, Ph. D.

Hours: 3

Understanding how to make effective change within an organization is a key to effective leadership. When change is introduced, there are certain psychological effects that are predictable. What is reassuring is that because these effects are predictable, they can be mitigated. This course will help officers identify the human behavior stages of change, the tools and strategies that can be used to help themselves and others through the transition from what “was” to what “is,” and ways to make officers better leaders.

Course Objectives

1. State the various barriers to making effective change within an organization
2. Identify the psychological effects that make change difficult to implement
3. Identify the appropriate steps a leader should take to become an effective “change agent” to assist an organization in moving forward with planned change

David S. Corderman, Ph.D., is an internationally recognized leadership training professional with extensive experience working with the law enforcement community. His distinguished career includes four years as an infantry officer in the U.S.M.C and 24 years in the FBI as a special agent. During his law enforcement tenure, he served for eight and half years on the FBI’s Hostage Rescue Team, taught numerous law enforcement leaders, and retired as the Chief of the acclaimed Leadership Development Institute. In his last assignment, he was responsible for all the leadership training in the FBI, including the 30,000-member work force and all the outreach leadership programs for international, federal, state, and local law enforcement executives.

Dr. Corderman is the recipient of several awards for bravery and merit, either individually or with others, including the U.S. Attorney General’s Award, the Attorney General’s Special Appreciation Award, the FBI Agents Association Award for Excellence, the FBI’s Shield of Bravery, the FBI’s Medal of Merit, and Department of Justice Certificate of Special Recognition.

Above: Course screenshots as shown in the Virtual Academy Training Management System
Leading by Example
Alan Malinchak
CEO
Éclat Transitions LLC
Hours: 3

The acronym "ICRELIEF" is used as a conceptual framework to present various leadership concepts germane to a professional position within an organization. These concepts can be applied to both an individual’s personal and professional life. How an individual reacts to choices, change, commitment, creativity, control, confidence, responsibility, enthusiasm, leadership, investment, expectant attitude, and humor largely determines whether they have what it takes to “Lead by Example.”

Maneuvering Successfully in the Political Environment
Dwayne Orrick
Assistant Executive Director
Georgia Association of Chiefs of Police
Hours: 2

This course will serve as a primer for identifying key players within the environment and how to build successful relationships with each. It is not designed to be a comprehensive course in organizational politics. The course is a must for leaders who want to maneuver effectively within the organizational environment and be more successful at gaining the support and resources needed by their organization.

Mission, Vision, and Core Values
Jo Vitek
President and Accreditation Manager
Divine Province of South Dakota
Hours: 1

The importance of identifying and embedding core values into an agency’s organizational framework will influence the behaviors and decision making of all staff and ultimately develop future leaders within your organizations. In this course, participants will learn how to develop and identify key components of a mission statement; use the agency’s mission statement to shape the desired organizational culture; identify, realize, and bring to life core values in your agency; identify the significance of a vision statement; explain why leaders must create a vision to ensure agency success; and discuss aligning mission, vision, and core values to form ingredients for achieving organizational excellence.

Recruitment and Retention of Law Enforcement Personnel
Dwayne Orrick
Assistant Executive Director
Georgia Association of Chiefs of Police
Hours: 3

The success of any organization is dependent upon the quality of personnel it attracts and retains. This course provides a comprehensive approach for identifying individuals who fit with the agency, where they are located, and how to attract them. Once individuals are attracted and developed to serve their communities, trained leaders must constantly work to protect that investment by identifying and limiting those factors that cause increased levels of attrition. This course will also identify the most common causes and solutions for employee turnover.
Reducing Liability for Smaller Agencies
Chief Paul Schultz
Chief of Public Safety
Fort Morgan Police Department
Hours: 2

Individuals (both pre-service and in-service) and agency managers will be provided with practical, real-life tools necessary to manage their personal careers and individual law enforcement agencies in a professional manner and to show how to not endanger their careers and/or damage their agency’s reputation. Information regarding “Career Killers,” “Individual and Agency Liability,” and “How to introduce and manage a ‘Personnel Early Warning System’” (EWS) is reviewed by a 40-year, nationally known law enforcement manager and trainer.

Strategic Planning
Chief David Kurz
Chief of Police
Durham, NH
Hours: 2

This course will discuss the importance of a creating a strategic plan, implementing it effectively, and utilizing it as a means to not only achieve your agency’s mission but also to engage in the community and promote a positive image of law enforcement. Students will be instructed on a proven formula for developing a strategic plan that includes the design, delivery, and measurement techniques of a community survey; engaging staff in a SWOT analysis (identifying the Strengths, Weakness, Opportunities, and Threats of the organization) and the community in a one-day planning session; and constructing the strategic plan to be a viable, living document that guides the agency.

Team Building for Command Staff
Cindy Beresh-Bryant
Owner and President
HR Solutions by Design, LLC
Nashville, TN/Huntsville, AL
Hours: 1

This session aims to present research findings concerning the nature of small groups and to bring to light patterns of behavior associated with them. We will explore ways to identify and work through conflict within small task groups. We will also learn about the role of a participant observer and how that role can help you both as a team leader and team member move your group forward towards team success.

The Leadership Role in Public Service
Rex Scism
President/CEO
Midwest Police Consultants, LLC
Hours: 2

This course features fundamental leadership concepts designed to enhance the overall knowledge, skill and ability of line function employees from public safety, government sector and private sector organizations who are preparing for future leadership roles within the organization. The course is primarily designed for those personnel either preparing for future advancement or aspiring to improve overall individual performance, while enhancing an understanding of basic leadership concepts. The course is also open to current leaders who have not received formal supervisory training, but wish to enhance personal leadership knowledge, skill, and ability.
Transitioning to Life After Public Service

Alan Malinchak
CEO, Éclat Transitions LLC

Hours: 5

As public servants in law enforcement, fire service, and government agencies, you have devoted your career to benefit citizens and society. This course provides a road map of how to utilize and shape the competencies you have acquired in your public service career and reinvent who you are into who you will be in your next career in private industry.

U.S. Constitution: Connecting the Dots to an American Purpose

Jo Vitek
President and Accreditation Manager
Divine Province of South Dakota

Hours: 2

The concept of Connecting the Dots is about a police officer’s higher calling. Police are sworn to uphold the United States Constitution; yet, the vast majority have never read the document they are required to uphold. This course will provide information and strategies to ‘connect the dots’ and provide the foundations for a meaningful framework to unite police officers to an American purpose.

Using the DISC Diagnostic Tool

Alan Malinchak
CEO
Éclat Transitions LLC

Hours: 2

In this course, learners will be exposed to the DISC personality diagnostic instrument in an effort to understand their communication and behavior patterns. Further, each personality type will be examined to assist each participant in understanding how to interact and communicate with individuals of different personalities.
General Patrol Courses

**Autism Awareness for First Responders**

*Robert Miller*

*Deputy Chief*

*Belen Police Department*

**Hours:** 1

This course will provide tools for the awareness of behaviors that might indicate an Autism Spectrum Disorder or closely associated cognitive disability. This awareness will increase the likelihood that officers will respond more safely and effectively by having a basic understanding of why certain persons behave the way they do.

**Basic Computer Skills**

*April Hearne*

*Instructor*

*Entrepreneurship and Business*

**Hours:** 2

This is an introductory computer course in the use of the computer, the use of the internet for research and in the use of computer/business application software within a Windows environment using Microsoft Word and Microsoft Excel.

**Bloodborne Pathogens**

*Scott Avery*

*Fire Chief*

*Olivette, MO*

**Hours:** 1

Firefighters, EMTs, and law enforcement officers often find themselves involved with situations involving bodily fluids, such as blood, which could possibly contain some type of pathogens. This course will increase the responder’s awareness in identifying the bodily fluids and diseases, how exposure may occur, and what to do if the responder believes there was an exposure.

**Child Sex Abuse (3 editions)**

*3rd, 4th & 5th editions*

**Hours:** 1

*Thomas Tittle*

*Ret. Captain, Marion Co., FL, Sheriff’s Office*

Child abuse investigators face a tough task. Child sex abuse is one of the worst crimes committed against children, but the least reported. This course will assist officers in getting the information in a non-leading way so that the prosecutor can take it directly to trial. Profiling the predators in these cases will help officers in their interrogation of the suspects. The physical abuse tips will assist officers in gaining the child’s confidence and putting the child at ease while disclosing.
Combating Human Trafficking
Greg Bristol
President, Human Trafficking Investigations and Training Institute, LLC
Hours: 4
This course is designed to increase the law enforcement communities' awareness of the issue of human trafficking through the exposure of information including: victim identification, investigation, rescue and prosecution considerations, referral and service providers' availability, the critical need for development of a coordinated community response, and the inter-connectivity of state, federal, and global human trafficking concerns.

Communication and Intrinsic Bias
Thomas Dworak
Senior Instructor
Retired Sergeant
Hours: 1
The process of communication is very important to law enforcement officers. It is through the use of body language, tone, and expression that communication comes to life. This course also looks at intrinsic bias—how bias influences a person's life, how to develop strategies to be aware of hidden bias and a framework to apply in not only your professional but personal life to identify when negative bias may be providing influence. This course looks at what intrinsic bias is, how it influences the decision-making process, and how EQ (specifically empathy) helps us identify our bias and gain an understanding of those we work with and serve.

Community Policing in the 21st Century
Rex Scism
President/CEO
Midwest Police Consultants, LLC
Hours: 2
In May 2015, the United States Department of Justice released the comprehensive findings of the President’s Task Force on 21st Century Policing. That report summarized six primary findings related to nearly every facet of criminal justice, including training and education. This course satisfies multiple areas covered in the task force report and consists of two primary modules, designed to expand participant knowledge in the areas of implicit bias, cultural diversity, mental illness, emotional intelligence, effective de-escalation strategies and community policing.

Courtroom Demeanor and Testimony
Gregory J. Harlin
President and CEO
Murlin Consultants
Hours: 3
The purpose of this course is to train officers not only to better understand the total dynamics of the court process but, more importantly, to also improve testimony skills while on the stand. A variety of topics are covered, ranging from an overview of the court, trial, pretrial hearings, and jury selection to media concerns, attire, report writing, pretrial preparation guidelines, testimony strategy recommendations, the defense mindset, and tactics in the courtroom. This course is designed for anyone in the law enforcement community who desires to improve their skills for court; become more confident, accurate, comfortable, and creditable witness when giving testimony; and most important, increase their quality of life through success.
Cultural Competency: Racial Profiling/Implicit Bias: Part 1

Aaron Thompson

Hours: 2

This course concentrates its efforts toward providing content within the context of policing in the 21st century. Law enforcement officers are faced with diverse issues and diverse people (externally and internally) daily. This course focuses heavily on understanding the need to accept and manage diversity, understanding law enforcement culture, understanding how to self-assess and recognizing hidden biases and how to develop a process of continuously becoming culturally competent.

Course Objectives

1. Understanding subjective culture and how it interacts and intersects with law enforcement culture
2. Understanding your own values and biases. Identify the meaning of key terms related to bias and include descriptions of the various ways in which bias is communicated and combated
3. Officers will gain knowledge of their personal values and how their past creates their current perceptions, behaviors, and communication style
4. Gain a deeper understanding of the importance of cultural diversity training to the mission of law enforcement

Aaron Thompson is Executive Vice President and Chief Academic Officer at The Council on Postsecondary Education in Frankfort, KY. Dr. Thompson has a Ph.D. in Sociology in areas of Organizational Behavior and Race and Gender Relations.

Dr. Thompson has over 25 years of leadership experience in higher education and business. In addition, he has spent numerous years serving on nonprofit boards in leadership roles. He has researched, taught and/or consulted, and given over 800 workshops in areas of diversity, leadership, ethics, multicultural families, race and ethnic relations, student success, first-year students, retention, cultural competence and organizational design throughout his personal career.

Dr. Thompson has been or is a consultant to educational institutions (elementary, secondary and postsecondary), corporations, non-profit organizations, police departments, and other governmental agencies. He has over 30 publications and numerous research and peer reviewed presentations. His latest authored or co-authored books are: The Sociological Outlook, Infusing Diversity and Cultural Competence into Teacher Education, Peer to Peer Leadership: Changing Student Culture from the Ground Up.
De-escalation Verbal Judo

Gary Klugiewicz

*Course Objectives*

1. List and explain the Five Universal Truths
2. List and explain the GVC 3.0 Concept as it applies to the Purpose of Professional Interview
3. Articulate the three components of what Proper Response Requires and relate how it applies to the LEAPS keeps you SAFER 8 to 5 Tactic
4. Demonstrate the Proxemics Tactics taught in this class
5. Evaluate performance of other professionals using the training provided in this class and, if needed, discuss and perform alternative responses
6. Explain the seven (7) benefits of the Verbal Defense and Influence Program
7. Be able to list and explain the three (3) Tactical Communication Principles
8. Demonstrate using Verbal Deflectors to managing Verbal Abuse
9. Demonstrate how to use verbalization, positioning, and physical Ethical Intervention Tactics to prevent another staff member from acting inappropriately
10. Perform a risk assessment of another person by evaluating the context, words, tone, and Other Non Verbal
11. Be able to provide and explain the Three Street Truths
12. Apply the SAFER Concept to risk assessment situations
13. Demonstrate the Tactical 8 and Tactical 5 Step Tactic
14. Explain and demonstrate how to debrief both a professional contact and a fellow staff member after a verbal or physical confrontation
15. Explain and demonstrate the Closure Principle

Gary Klugiewicz is an internationally known defensive tactics instructor. He retired after 25 years of service as a captain at the Milwaukee County Sheriff’s Office. Captain Klugiewicz’s name is synonymous with the development of safe but realistic, intense, dynamic simulation training. His programs are known for their no-nonsense, interactive methodology. He helps his students translate classroom theory into real-life, performance-based training.

Captain Klugiewicz collaborated with the late Dr. George Thompson of the Verbal Judo Institute to develop specialized training programs. These programs provide the tactical application of the basic Verbal Defense and Influence Program (www.VerbalDefenseandInfluence.com). His Combat Verbalization tactics demonstrate how to apply the “LEAP keeps you SAFER 8 to 5 Concept” to initial contacts, disturbance resolution, physical intervention, and subject debriefing.

Captain Klugiewicz provides consulting to offer solutions to workplace challenges and the development of special programs for police, corrections, military, security, mental health, and health care organizations.
Virtual Academy Course Catalog  |  General Patrol

**Cultural Competency: Racial Profiling and Implicit Bias Part 2**

*Aaron Olson*

_Instructor*

*Portland Community College*

**Hours:** 2.5

The course covers 3 parts: 1) multicultural law enforcement elements in terrorism and disaster preparedness applicable to homeland security; 2) response strategies for crimes motivated by hate/bias and racial profiling centered on laws, investigations, prosecutions, reporting, and monitoring; 3) and cultural effectiveness for law enforcement using community policing and multicultural response strategies for gangs, the homeless, and the mentally ill.

---

**Domestic Violence: Call Through Investigations**

*Rod Reder*

_Founder and Owner*

*Reder Investigations and Security Consulting, L.L.C.*

**Hours:** 2

A proactive response by law enforcement to a domestic violence incident is key to a successful case. Knowing the state statutes, understanding the victim’s plight, and being able to use your training to read a crime scene and conduct thorough and complete interviews will enhance the chances of successfully handling the case. In this course, participants will be instructed on the human dynamics involved in domestic violence cases, model policies for law enforcement, and understanding strangulation cases.

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**Emergency Vehicle Operations Course (EVOC) (2 editions)**

<table>
<thead>
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<th>2nd edition - <strong>Hours:</strong> 2</th>
<th>3rd edition - <strong>Hours:</strong> 2</th>
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<tbody>
<tr>
<td><strong>Shana Roberts</strong></td>
<td><strong>Dr. Geoff Alpert</strong></td>
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<td><em>TN Law Enforcement</em></td>
<td><em>Professor, University of SC</em></td>
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<tr>
<td><em>Training Academy</em></td>
<td><em>Andy Clark</em></td>
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<tr>
<td><em>Lawyer, Memphis, TN</em></td>
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This lecture will cover the various aspects of operating a police vehicle. Topics will include model policies for vehicle inspection, understanding vehicle dynamics and learning effective control techniques, proper defensive driving for emergency and non-emergency driving, understanding serious or fatal crashes from a victim’s prospective, understanding the impact of liability involved in the operation of a police vehicle, and model policies for pursuit driving and associated case laws.

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**Fentanyl, Opioids, and Naloxone (Narcan) Use**

*Matthew Griffin*

_Law Enforcement Instructor/Narcotics Agent*

_New Hampshire Attorney General’s Drug Task Force*

**Hours:** 1

The Fentanyl, Opioids and Naloxone course spans two hours of dedicated training that focuses on the recognition, awareness, and response to drug-related threats. Those who take this course will learn about the trends in packaging and distribution methods of Fentanyl and other opioids. The training material will explain how recognition and awareness can reduce the risk of exposure. The course will identify what symptoms to look for if accidental exposure has occurred, and the steps that must be followed to handle that situation.
Firearms Training Series (13 courses)
Greg Lee
Firearms Trainer
Metro Nashville Police Department, TN
Hours: 9.5 total

Firearms training for law enforcement demands more than mastering the fundamentals of marksmanship. It also must include a clearly defined set of priorities to guide police officers in the use of firearms. With guidance from firearms expert Greg Lee, this series will teach officers ways to master and maintain an appropriate level of combat accuracy under realistic time-constrained conditions; empowering them to perform quickly and efficiently without sacrificing safety.

Interacting With Drivers Who Are Deaf or Hard of Hearing
Anna Goodloe
Training Coordinator
Johnson County, TX Sheriff’s Office
Hours: 3

This course focuses on procedures and communication techniques when interacting with drivers who are deaf or hard of hearing.

Missing Children: Response and Investigation
Gus Paidousis
Chief of Security
Knox County Schools
Hours: 4

This course will examine current trends and explore research data as it relates to missing and abducted children. The course will cover NISMART II Study, Washington State Child Homicide Study, Infant Abductions, and Child Homicides. The course will also explore the 1992 disappearance and murder of Kassandea Ann Trimmier. The course will help officers with the critical first steps in their response to a missing child case.

Officer Involved Domestic Violence
Rod Reder
Founder and Owner, Reder Investigations and Security Consulting, L.L.C.
Hours: 1

Law enforcement agencies have generally ignored officer involved domestic violence and allowed batterers to continue wearing a badge—enforcing the domestic violence laws that they violate themselves. This program encourages law enforcement officials to adopt a zero-tolerance policy to this. The program also describes the many stressors of a law enforcement career and how to deal with those stressors. Statistics, case examples, federal laws, and model policies will be reviewed to help provide participants with a factual basis for effective handling of domestic violence.
On Combat (A Primer)
Lt. Col. Dave Grossman
Retired West Point Psychology Professor,
Professor of Military Science, and Army Ranger
Hours: 1

“On Combat – A Primer” is a one hour training course taken from the book On Combat and produced with the author Lt. Col. Dave Grossman. This course examines the psychological and physiological effects of fight related stress on the body and mind of those engaged in potentially lethal conflict. Although no officer wishes to engage in the use of lethal force and the vast majority of officers will not have to, it is important to train officers and leaders about the effects to expect and how to recognize natural reactions and respond accordingly. This course does just that.

On Killing (A Primer)
Lt. Col. Dave Grossman
Retired West Point Psychology Professor,
Professor of Military Science, and Army Ranger
Hours: 1

“On Killing – A Primer” takes a psychological look at a very real phenomena within the ranks of law enforcement from lessons learned in military conflict concerning the psychology of killing. Although every police officer will not face the reality of taking a life in the line of duty, we owe it to our officers to prepare them for the potential in terms of psychological processes involving remorse, rationalization, isolation, and social tolls – and important insights to apply in managing the aftermath of officer involved shootings. On Killing – A Primer is a course taken away from the award winning Author Lt. Col. Dave Grossman’s bestselling book – On Killing and presented by him in our studio.

Police Health and Mental Wellness
Andy O’Hara
Founder, Badge of Life
Hours: 2

This course explores the many issues and problems police officers commonly face with stress in their careers. It outlines the traps many officers fall into, the difference between stress and trauma, and how critical incidents and cumulative stress can shorten a career. Officers will also learn several easy steps to avoid the impacts of chronic stress and how to be prepared for trauma before it happens. Officers will learn how to assist others in preventing burnout, traumatization, and suicide and how to enjoy a career that is long, healthy, and satisfying.

Mental Illness (3 editions)

1st edition - Hours: 2
Gary Klugiewicz
National Trainer/Dir. of Research & Development
Verbal Defense Institute

2nd edition - Hours: 1
Lt. Rick Baker
Roane Co. Sheriff’s Office Training Unit

3rd edition - Hours: 2
Mike Kennedy
Training Coordinator,
Lea County Sheriff’s Office

Many law enforcement personnel do not receive adequate mental health training, which can result in ineffective and sometimes fatal outcomes. This course is designed to train first responders how to handle Point-of-Impact Crisis Intervention Situations for persons with special needs, including Long-Term EDP (Emotionally Disturbed Person with mental health issues), chemical abuser (under the influence of or suffering the aftermath of alcohol or drug abuse), or Short-Term EDP (a person in crisis now)—or sometimes all three. The course will focus on the development of a non-intrusive yet effective crisis intervention protocol that addresses the safety needs of both the first responder(s) and the person(s) in crisis.
Sovereign Citizens

Brice Allen

Hours: 2

This course will provide vital information about this growing challenge by discussing the most common theories and practices of the sovereign citizen movement as well as the movement’s ever-changing tactics and techniques, ways to better identify and recognize sovereign citizens, and what to do when encountering a sovereign citizen.

Course Objectives

1. Have basic knowledge of the sovereign citizen movement
2. Have an understanding of the ideology of the sovereign citizen movement
3. Have familiarization of false documents commonly used by sovereign citizens
4. Have knowledge of common tactics utilized by sovereign citizens
5. Have knowledge of common criminal involvement
6. Be aware of “Red Flags” or indicators of sovereign citizen involvement
7. Be familiar with officer safety considerations
8. Have increased awareness through case studies

Brice Allen began his career as a police officer in 1999 with the City of Boca Raton, Florida, Police Department. He has held assignments in uniform and plain-clothes patrol, Special Weapons and Tactics (S.W.A.T.), and Criminal Investigations. Specializing in criminal intelligence gathering, tactical operations, and violent crime investigations. Mr. Allen was a member of the International Homicide Investigators Association, the Palm Beach County Special Operations and Leadership Association, and his department’s Critical Incident Debriefing Team.

In 2011, Mr. Allen joined the Tennessee Department of Safety and Homeland Security as an Intelligence Analyst assigned to the Tennessee Fusion Center. As Senior Intelligence Analyst, his responsibilities included coordinating daily operations, tactical intelligence analysis, and domestic terrorism/domestic extremism analysis. In 2012, Mr. Allen was promoted to Homeland Security Training Coordinator, responsible for the development of statewide homeland security training programs.
Proper Restraints and Holds Techniques
Don Black
Senior Instructor
Koga Institute
Don James
Instructor
Basic Law Enforcement Academy at the Community College of Aurora

Hours: 2
This course will cover basic premises of the Koga Institute related to the police role in arrest, emotional control, the concept of control, and the use of pain compliance and leverage. Specific, humane and effective basic control holds will be demonstrated and explained in detail. The control holds demonstrated are a small part of the Koga System which is a more comprehensive system of Arrest Control, Baton, Crowd Control and Police Tactics.

The Bulletproof Mind for Law Enforcement
Lt. Col. Dave Grossman
Retired West Point Psychology Professor,
Professor of Military Science, and Army Ranger

Hours: 2
This course, by world-renowned legend in the military and law-enforcement community, presents Lt. Col. Dave Grossman's recipe for ensuring that your mind is mentally prepared for combat encounters, and the life after. He presents various topics such as how violence in our society has become prevalent, the responsibility of on and off-duty cops, how to prepare for and deal with the stress of violent encounters, and the role that law-enforcement plays in serving as the protectors to those around them.

Use of Force and Liability Issues
Kirk Davis
State Police Agency Assistant Director of Training

Hours: 1
Police use of force is an often misunderstood and highly contentious topic that frequently draws scrutiny depending on the circumstances involved. Seizures of free citizens via the use of force is a fundamental aspect of policing and must be thoroughly understood by those who are sworn to enforce the law. This course will identify the legal justifications for using force, explain the Constitutional legal standard used to evaluate force, discuss the purpose of a force continuum, identify the primary factors used to determine the reasonableness of force, levels of subject resistance, corresponding force options, and the criteria for using deadly force.

Writing Better Police Reports
Dr. Jean Reynolds
President
Maple Leaf Press in Winter Haven, FL

Hours: 1
This refresher course is designed for experienced law enforcement professionals who want to sharpen and update their report writing skills. Topics include police terminology, bullet style, current trends in report writing, principles for organizing and writing reports, strategies for avoiding common errors, and techniques for writing reports efficiently.
Telecommunication Courses

**Autism Awareness for 9-1-1 Telecommunicators**

Jared Pelham, ENP  
**IDU/TERT Team Command Staff**  
Hamilton County 911 ECD, Chattanooga, TN

**Hours:** 1

This course will provide an understanding of the impact and challenges of an Autism Spectrum Disorder (ASD) Emergency on telecommunicators, responders, and family members and how to incorporate those challenges into skills needed to gather information when processing these calls for service.

**Call Handling for the Telecommunications Center**

Mark Grant  
**ENP/RPL/CMCP**  
Director of Dyersburg Emergency Operations

**Hours:** 1

This course will explore national standards for call answering, processing and screening for 911 call centers. It also promotes the need for standardized procedures and written polices as well as properly handling trouble reports.

**Counseling and Discipline for the Telecommunications Center**

Lisa Fulton  
**Instructor**  
National Emergency Number Association

**Hours:** 1

Most supervisors view counseling and discipline as the most undesirable part of their job. However, they serve a vital purpose and when done correctly and consistently counseling and discipline can foster a productive and cohesive work environment. This course provides methods for conducting counseling, and explains the concept of progressive discipline and the benefits of doing it effectively.

**HR Practices for the Telecommunications Center**

Lisa Fulton  
**Instructor**  
Emergency Number Professional

**Hours:** 1

This course explains the laws pertaining to FMLA, ADA, and hiring in basic terms. Real-world examples will clarify their purpose and we will further separate myth from fact by examining what they mean for daily operations in the PSAP. Attendees will walk away with an understanding of the most common HR issues and resources to help learn more.

**Interpersonal Communication**

Lisa Fulton, ENP  
Scott Fulton  
**Instructor, NENA**  
Sergeant, Mount Juliet Police Department

**Hours:** 1

Interpersonal Communication skills are essential for developing working and personal relationships. This course will explore the various skills involved with Interpersonal Communication. It will introduce why these skills are beneficial, how they are used, and when to use them. It will also cover the importance of handling confrontation properly, identifying triggers that could cause loss of temper, and how to manage difficult relationships.
Personnel Issues
Lisa Fulton, ENP
Instructor, NENA
Hours: 1
This one-hour session will cover various personnel issues and explore options for addressing these issues. Supervisors often feel frustrated and helpless when confronted with negative behaviors from their employees. This course will review successful tactics that can be used to help guide the employees back to positive productivity.

Responding to an Active Violence Event
Scott Fulton
Sergeant
Mount Juliet Police Department
Hours: 1
This course is designed to define terms associated with an active violence event, to identify tactics used by first responders with which the telecommunicator may not be familiar, and to discuss options when a person finds themselves in an active violence event.

Servant Leadership in the PSAP
Jared Pelham, ENP
IDU/TERT Team Command Staff
Hamilton County 911 ECD, Chattanooga, TN
Jimmy Hillis
Day Shift Supervisor/Team Leader
Hamilton County 911 ECD, Chattanooga, TN
Hours: 1
This course will discuss the impact and rewards of a servant style leadership in the PSAP. It will introduce tools for Supervisors and Telecommunicators to help develop an effective team through Servant Leadership. Servant Leadership turns the power pyramid upside down; instead of the people working to serve their leader, the leader is there to serve the people. In this session, students will learn how to use this philosophy of serving to unlock, drive, motivate, and create higher-performing teams for better-fulfilled employees.

Stress Management for Telecommunicators
George Manning
Professor of Psychology and Business
Northern Kentucky University
Hours: 1
Emphasizes how stress affects human health and behavior. Stress can affect a person psychologically, emotionally, and physically. The course will examine how stress affects such diseases as cancer, hypertension, diabetes, and heart disease. Stress can also be related to environmental factors such as job and family life. Telecommunicators will learn stress management techniques that will aid them in dealing with stress on a daily basis.
Supervision 101 for the Telecommunications Center
Lisa Fulton
Instructor
National Emergency Number Association
Hours: 1
A front line Supervisor in the PSAP is quite possibly the hardest yet most powerful position in the agency. This course will review a few of the biggest obstacles Supervisors encounter and give ‘best practices’ techniques to handle them. The discussion will cover the basic skills, knowledge and abilities needed in supervision, various leadership methods, conflict resolution, counseling and disciplinary, proper documentation and knowing your overall mission.

Understanding Stress for the Telecommunicator
Jamison Peevyhouse, ENP
President
National Emergency Number Association
Hours: 1
Telecommunicators within the 9-1-1 industry endure severe and repetitive stressors throughout their career. In order to combat the short and long-term effects on the Telecommunicators well-being, it is important to understand how the body reacts to stressful stimuli. This course highlights what body systems are affected by stress, how those systems respond to and recover from stress, and how the Telecommunicator can effectively manage stress for a more productive life.
Investigations Courses

Basic Photography Techniques for Law Enforcement
John Williams
John Williams Consulting, LLC
Kerri McClary
Investigator, University of South Carolina Division of Law Enforcement and Safety
Hours: 3
Crime and accident scenes cannot physically be presented in court, nor can numerous objects and situations. Therefore, the court recognizes the next best evidence—the photograph. This 3-hour course is designed to teach basic and advanced photographic techniques that are required to document crime scenes and accident scenes for investigative purposes and court presentation.

Cell Phone Technologies and Data Recovery (2nd edition)
Glenn Bard
Chief Technical Officer
PATCtech
Scott Lucas
Pennsylvania State Trooper (Retired)
Hours: 4
This training course is designed to increase the knowledge and effectiveness of investigators in the recognition, use, and display of information that can be derived from background research and cellular data records. Students will receive instruction on mapping results from cell phone tower reports, cell phone technology definitions, understanding the informational records, and what information can be obtained from cell phone providers.

Criminal Drug Interdiction
Greg Goltz
Creator and Trainer
CRIMINALaddiction Inc.
Hours: 4
Officers will see firsthand how criminal patrol techniques can yield large and small drug and other type arrests from traffic stops and other legal contacts. Officers will also learn of the incredibly advanced concealment places in land vehicles that smugglers and other people involved with drugs hide the drugs, weapons, and currency.

Death and Homicide Investigations
Tony Monheim
Owner, Homicide Training
Hours: 4
This course is designed to enable the investigator to immediately interpret what he or she sees upon entering crime scene and to derive from that knowledge an analytical approach to the investigation. Participants will become familiar with the indicators of suspicious death and learn just how equivocal the death scene can be. Actual real-life examples will help the investigator become acquainted with forensic concepts such as lividity, rigor mortis, algor mortis, decomposition, antemortem, and postmortem trauma, etc.
Executing Search Warrants
Steve Rothlein
Division Chief (Retired)
Miami-Dade Police Department
Hours: 1
This course will take an in-depth look at the 4th Amendment (Search and Seizure). In addition, the requirements of probable cause and affidavits will be examined to ensure your warrants are valid every time. Steve Rothlein has developed best practices and a check list for developing search warrants to limit liability and makes sure officers “get it right”. This course will cover the topics of liability which include mistaken address, inclusion of poor information, and execution considerations such as known weapons, associates, etc.

Fingerprint Identification and Preservation Methods
John Williams
John Williams Consulting, LLC
Kerri McClary
Investigator, University of South Carolina Division of Law Enforcement and Safety
Hours: 3
As law enforcement entities, we do not make the facts; we discover and report them. It is not what we think, but what we can prove. The physical evidence we seek will help build a strong foundation for the criminal investigation, based upon facts we can prove. This course is designed to provide an overview of the fundamental stages in crime scene investigation and present information on recognizing, preserving, and developing friction ridge skin impressions. Information will also be offered on the best methods for evidence preservation, collection, and packaging.

Firearms Investigations Training
Benjamin Hayes
Special Investigator
U.S. Department of State
Hours: 3
Increasingly, law enforcement officers and the public face the issue of armed offenders. Whether encountering firearms or investigating firearms related crimes, it is imperative to understand the nature of firearms in the United States. This course will cover many topics surrounding this issue, including firearms commerce, firearms recognition, and firearms investigations. Firearms commerce provides a comprehensive view of the laws that regulate firearms and methods of lawful acquisition. Firearms recognition will explore the expansive world of firearms and how to correctly identify them in reports and for investigations. Firearms investigations will teach you how to properly take firearms into custody and how the information from firearms can assist in your investigations.

Investigating and Prosecuting Cyber Predators
Steve Dempsey
PA State Police, Forensic Services Unit
Hours: 4
Internet crimes against children are among the most under-reported and rapidly-growing crimes. This intense training course is designed to provide officers with practical knowledge and skills to investigate child pornography crimes and successfully prosecute cyber predators. This course is divided into four, one-hour topic areas, providing instruction on the following: (1) grooming and child porn image series, (2) chat and peer to peer, (3) MedaData, and (4) sexting and policy development.
COURSE HIGHLIGHT

Internet Tools for Criminal Investigators (2nd edition)

Glenn Bard and Scott Lucas

Hours: 4

The focus of this course is to familiarize officers with the Internet and online applications as tools for criminal investigations. Officers will also learn procedures for investigating crimes occurring online.

Course Objectives

1. Learn about IP addressing
2. Identify the source of Internet crimes
3. Become familiar with social network sites, such as Facebook
4. Use the sites as a source for data during an investigation
5. Investigate emails including ‘phishing’ and Nigerian scams
6. How to locate the full header of an email
7. Identify the source of the email
8. Be instructed on common anonymizers, throw away emails, and other ways of hiding the source of the crime

Glenn Bard is the Chief Technical Officer for PATCtech, overseeing all Digital Forensic and Data Services. He is a retired Pennsylvania State Trooper First Class and U.S. Veteran of Operation Desert Storm. In 1999, Mr. Bard began Computer Crime Investigations for the Pennsylvania State Police and has since investigated crimes across the United States, ranging from child pornography to criminal homicide. He has also conducted forensic examinations for city, state, and federal law enforcement agencies, including the FBI, US Postal Inspectors, and I.C.E. as well as foreign governments.

Scott Lucas is a retired Pennsylvania State Trooper and currently a full-time instructor and forensic examiner for the Public Agency Training Council. Mr. Lucas was as a criminal investigator and member of the computer crimes unit, where he was responsible for investigating and assisting officers from state, local, and federal law enforcement agencies with investigations that involved digital evidence and computers and computer-related crimes. He has been certified as an expert witness in both federal and state courts in the investigation of computer related crimes in digital forensics and mobile forensics.
Investigative Techniques for Social Media: Parts 1, 2, and 3
Glenn Bard
CTO of PATCtech and Instructor for PATCtech
Hours: 6 (2 hrs each Part)
This course discusses the history of social media, how social media platforms work and what can be determined from profiles. Additionally, it will discuss how to copy and preserve social media profiles, how to trace profile creators, current software, and other investigative techniques necessary.

IPv6, Cloud Computing, and Mobile Hotspots
Glenn Bard
Chief Technical Officer
PATCtech
Scott Lucas
Pennsylvania State Trooper (Retired)
Hours: 4
This class provides instructions on both IPv4 and IPv6 addressing and how to resolve both types to an ISP. The student will learn about Mobile Hotspots, and how they are changing the ways law enforcement needs to identify the source of an IP address from a home network that cannot be moved to a mobile device. Lastly, the student will learn about the various types of Cloud computing, what is a cloud, the differences between them, and how they can be investigated.

ISIS and Social Media
Mubin Shaikh
Ex Security Intelligence Counter Terrorism Operations
Master of Policing Intelligence and Counter Terrorism (Macquarie)
Hours: 1
This course covers violent radicalization in the context of the Islamic State Group alternatively called ISIS, ISIL and DAESH. It looks at the genesis of this group on social media, the process of recruitment of men and women into the group from their own social media postings, and attempts made to counter their influence online by the State Department, U.S. military forces and NGO’s. This UNCLASSIFIED presentation will examine the role that social media plays in ISG cyber operations through screenshots of first-person conversations conducted with ISG Foreign Terrorist Fighters from the West (including Europe), as well as their supporters.

Packaging and Submission of Forensic Evidence
Kay Sheriff
Retired Lab Director
TN Bureau of Investigations
Hours: 2
This course is designed to teach law enforcement officers about evidence submission to units in many forensic services laboratories. The course includes the scope of service of typical Forensic Units; suggestions on the collection, preservation, packaging, documentation, and submission of evidence to the units; limitations of service that might be encountered; and report interpretations. This course is intended to provide general information regarding the packaging and submission of forensic evidence. Every state crime lab and law enforcement agency may have their own policies for packaging and submitting forensic evidence. Your department policies supersede any material presented in this course.
Practical Kinesic Interviewing: Part 1
Stan Walters “The Lie Guy”
President
Truth and Deception, Inc.
Hours: 4
This course is designed to help develop a solid foundation for interviewing skills and maximize the amount of usable information gained from any interview. Officers will learn the basic principles of behavior analysis, the Narrative-Based Interview method for recovering the maximum amount of information during interviews, reliable verbal and nonverbal cues of deception, and much more.

Practical Kinesic Interviewing: Part 2
Stan Walters “The Lie Guy”
President
Truth and Deception, Inc.
Hours: 4
This course is designed to provide the smart practices needed to manage each interview and gain compliance and cooperation from the interview subject. A confession is NOT the objective—it’s information. Officers will learn things such as how to recognize and correctly respond to verbal and nonverbal cues and how to encourage the subject to talk using influence and persuasion tactics. Officers will also learn the Four Personality Behavior Types and the most effective persuasion techniques to get each type to talk and be cooperative and compliant.

Statement Analysis® Interviewing Techniques
Mark McClish
President
Advanced Interviewing Concepts
Hours: 2
Statement Analysis® is the process of analyzing how a person phrases his statement in an effort to determine if the person is being truthful or deceptive. People will always word their statement based on all their knowledge. Therefore, their statement may contain information they did not intend to share. People will provide more information than what they realize. The problem is they sometimes give more information than what the interviewer realizes. This course will show you what to look for in a verbal and written statement in order to determine if a person is lying or telling the truth.

Violent Jihadist Radicalization:
Case Study of the Toronto 18
Mubin Shaikh
Ex Security Intelligence Counter Terrorism Operations
Master of Policing Intelligence and Counter Terrorism (Macquarie)
Hours: 2
This course covers violent radicalization in the context of national security investigations. It brings together academic and operational insights on models of radicalization but against the backdrop of a group of young Muslim men whose process of violent radicalization starts in high school and culminates in a plot to detonate three, 1-tone ammonium nitrate truck bombs at the stock exchange, a military base, and an intelligence service building in Canada. Viewers will understand how and where radicalization can occur, what possible counter radicalization methods can be used, and how quickly local investigations can become international ones.
School Safety Courses

AMBER and Silver Alert Initiatives
Gus Paidousis
Chief of Security
Knox County Schools, Knoxville, TN
Hours: 2
This module will examine the National and State efforts in developing and implementing protection strategies relating to our children and seniors. The AMBER Alert as well as the Silver Alert Initiatives will be examined with particular attention given to best practices for law enforcement to follow. Topics covered include the national strategy and mission of AMBER Alert, best practices for AMBER Alert plans, the evolution of AMBER plans, AMBER Alert activation data, and Silver Alert initiatives.

Emergency Operations Planning for Schools
Chris Dorn
Analyst and Executive Producer
Safe Havens International
Hours: 1
In this course, officers will learn why most school emergency operations plans fail when tested by a major crisis and, more importantly, learn how to develop viable plans under the U.S. Department of Education and Jane’s models. This detailed and information-packed session will examine the key role of law enforcement when working with partners in education, other responding agencies, and emergency management personnel during major incidents.

School Safety: Yesterday, Today and Tomorrow
Michael Dorn
Executive Director
Safe Havens International, Inc.
Hours: 3
This dynamic, fast paced, informative and fascinating session will help dispel many of the school safety myths that dominate the American media and popular perception of school staff, students, and parents. Course participants will hear a brief historical overview of major school safety incidents followed by tangible and practical real world action steps to make school a safer place where children can learn more effectively. This session will emphasize evidence based, research backed and assessment based concepts.

Six Senses of School Safety
Chris Dorn
Analyst and Executive Producer
Safe Havens International
Hours: 3
This course will cover a wide array of dangers that can exist in schools beyond just violence. Since violence is not a leading cause of death in schools preparing for weapons assaults and active shooter events should be just one piece of the school safety puzzle. This course will provide an awareness level overview of the school safety assessment process so that Law Enforcement personnel can be familiar with the assessment process and learn how they can be an integral part of shaping and improving not just safety and security but also the school climate, culture, test scores and the level of emergency preparedness in a school.
The Root of Violence Part 1:
Lessons from Jonesboro on School and Gang Violence

Lt. Col. Dave Grossman
Retired West Point Psychology Professor, Professor of Military Science, and Army Ranger

Hours: 2

This course examines school massacres, common denominators, and preventative actions that can be taken by school administrators and law enforcement. Internal and external threats are discussed, providing valuable training on how to deter, detect, and defeat attacks, along with effective police response to an active school shooting. Officers will learn how to work with educators to make their local schools safer at little or no expense.

The Root of Violence Part 2:
The External Threat and Predicting Terrorist Attacks

Lt. Col. Dave Grossman
Retired West Point Psychology Professor, Professor of Military Science, and Army Ranger

Hours: 2

Part II provides in-depth training in predicting terrorist attacks, along with effective police response to such attacks. Colonel Grossman believes “the greatest achievement is the crime that did not happen”. Preparations to deter and delay terrorist attacks are discussed, and Col. Grossman teaches responders to “think outside the box” when utilizing non-traditional resources in response to terrorist assaults.

The Root of Violence Part 3:
School Violence Prevention and Management Tactics

Lt. Col. Dave Grossman
Retired West Point Psychology Professor, Professor of Military Science, and Army Ranger

Hours: 2

The impact of the video game industry on school violence is explored, along with how parents can contribute to a healthier child in their home. Col. Grossman also expounds on his Bullet-Proof Mind course, addressing how police officers can prepare for and survive violent encounters, both physically and mentally. Students will learn how to avoid Post Traumatic Stress Syndrome, which is described by Col. Grossman as “the gift that keeps on giving”.

virtualacademy.com
Constitutional Criminal Law and Procedure Courses

Marvin Zalman

Hours: 9

This course series serves as an overview to constitutional aspects of criminal procedures, including investigations, arrests, search and seizures, pre-trial processes, trial rights, sentencing, and appeals. Courses 1–4 focus primarily on the rights protected by the Fourth Amendment, and courses 5–9 focus on the rights protected by the Sixth Amendment.

Courses

1. Introduction to Constitutional Criminal Law and Procedure
2. 4th Amendment (Exclusionary Rule and Remedies)
3. Search Warrants and Probable Cause
4. Arrests and Terry Stops and Warrantless Searches (Exceptions)
5. 6th Amendment (Right to Counsel, Impartial Jury)
6. Miranda and the Interview
7. Suspect ID’s (Lineup, Show up)
8. The Pretrial Process
9. The Criminal Trial

Corrections Courses

**Corrections Communities**

Edward J. Latessa  
*Director and Professor of the School of Criminal Justice*  
*University of Cincinnati*

**Hours:** 1  

This course is designed to familiarize the learner with the history and recent developments of the halfway house, community residential programs, and programs for juveniles. The course is structured in such a way that the learner will understand the effectiveness of these facilities, as well as the treatment options within these facilities. The course will also examine special populations, ranging from sex offenders, mentally disordered offenders, and females.

**Cultural Diversity**

Cheryl Price  
*Warden*  
*Bibb County Correctional Facility*

**Hours:** 0.5  

Cultural diversity continues to be a major focal point of the workplace and our communities. In this course, students will learn how having a healthy perspective on diversity makes an organization more effective by capitalizing on all the strengths of each employee. This course will allow officers to explore cultural differences in our personal and professional lives and learn how to embrace these differences without allowing them to become stumbling blocks. Officers will learn how to combat negative stereotypes and prejudices in the workplace by communicating effectively and promoting positive behaviors.

**Effectively Managing LGBTI Inmates**

Shane Dotson, MS, CJM, C.C.E.  
*Certified DOJ PREA and PREA Compliance Auditor*

**Hours:** 1  

This course of instruction will provide a basic understanding of how you will be able to effectively manage and communicate with LGBTI, Transgender, and Intersex inmates within your facility. This course will also provide the basic tenants of the different principles and standards to manage LGBTI, Transgender, and Intersex inmates.

**Personal, Cell, and Area Searches**

Cheryl Price  
*Warden*  
*Bibb County Correctional Facility*

**Hours:** 1  

Maintaining control of an institution cannot be accomplished without effectively conducting searches by a distant surveillance method, cursory inspections, or through face-to-face action by professionally trained employees. Searches are conducted to prevent the introduction of contraband and/or to provide for the safe, secure operation of the institution. Through this course, officers will receive training in conducting cell and area searches, frisk and strip searches, and authorized searches of visitors, guests, and staff in an efficient manner.
**PREA 101: Basic Introduction to PREA**  
Shane Dotson, MS, CJM, C.C.E.  
Certified DOJ PREA and PREA Compliance Auditor  
**Hours:** 1  
This course of instruction will provide a basic understanding of PREA. The Prison Rape Elimination Act was implemented to prevent sexual abuse and sexual harassment in confinement and this course will introduce you core concepts of PREA.

**PREA First Responder Duties, Protocols and Investigations**  
Shane Dotson, MS, CJM, C.C.E.  
Certified DOJ PREA and PREA Compliance Auditor  
**Hours:** 1  
This course of instruction will provide a basic understanding of your duties as a First Responder, how the coordinated response works, and what you can expect in the investigation process of an alleged sexual abuse. The duties of the first responder are one of the critical components to protect the alleged victim from further abuse and provide a safe and secure environment.

**Professionalism and Ethics**  
Fred Campbell, Ph.D.  
Deputy Warden  
Arkansas Department of Corrections  
**Hours:** 1  
The learning objectives in this course are familiarization with departmental policies on standards of conduct, unlawful harassment, mission and vision statements, and leadership values; defining ethics; defining leadership values; understanding and defining Be, Know, and Do; learning unlawful harassment terms; and understanding the agency’s mission statement and vision statement. This course will also focus on minimum standards of conduct, effective leadership, loyalty, duty, respect, selfless service, honor, integrity, and personal courage.

**Security Audits and Count Management**  
Cheryl Price  
Warden  
Bibb County Correctional Facility  
**Hours:** 1  
This course will focus on maximizing the benefit and credibility of security audits. Physically counting inmates to ensure around-the-clock accountability of all inmates assigned to the institution is the very heart of institutional security. Correctional professionals are expected to confine inmates and not allow them to be released until they have completed their sentences. Therefore, this course will provide training to enable understanding to account for, confine, control, and manage inmates through formal and informal counts.
Segregation (Inmates)

Cheryl Price  
Warden  
Bibb County Correctional Facility

Hours: 1

Maintaining full control of inmates and protecting those who are not capable of or simply refuse to function properly in the general population requires having resources to separate those inmates from the rest of the population. Providing an area of separation for these inmates also provides staff the flexibility needed to safely and securely manage the institution. Strict compliance with appropriate standards of care is a must. This course will address those standards, policy implementation, and the overall professional operations of the unit.

Use of Force

Cheryl Price  
Warden  
Bibb County Correctional Facility

Hours: 1

The purpose of this course is to instruct correctional officers on which policies cover the use of force, when and when not to use force, the different levels of force that can be used, the level of force that should be used in a given situation, and the consequences of force used illegally. This course will cover the different types of force that are commonly used in a prison environment, including reasonable force, unnecessary force, excessive force, non-deadly force, and deadly force. Correctional officers will learn that unnecessary and/or excessive force will result in unfortunate outcomes.

This course also addresses the rules of engagement in events such as situations where force is used to prevent an escape, an individual unlawfully gaining access to the premises, and when a response/action could cause even more danger to the community. Participants will be trained on the force continuum and that the objectives for transitioning through different levels of force are to persuade, comply, impede, and stop. The training will also focus on laws that center around the rights of inmates and the criminal liability associated with unlawful uses of force.
Administrative Courses

Computer Applications

Kiffin McCoy-Albert  
Founder – ASTERA Business Solutions  
Murfreesboro, TN

Jordon Shaw  
Director of Information Technology  
Nashville, TN

Hours: 3

This course will serve as an introduction to Microsoft Office programs and also includes a discussion on effective electronic communication in a workplace environment. Students will learn the basics of Microsoft Word, Excel and PowerPoint as well as tips for appropriate usage of email, instant messaging, and social media.

Critical Thinking and Time Management

Kiffin McCoy-Albert  
Founder – ASTERA Business Solutions  
Murfreesboro, TN

Julie Birdsong  
Principal, People Matter, LLC

Hours: 1

This course will explain the value of critical thinking and time management skills and give the viewer real tools to increase their own effectiveness and efficiency on a daily basis. Topics discussed include characteristics of a critical thinker, barriers to critical thinking, the levels of critical thinking, focus areas of critical thinking, the importance of time management, time wasters and how to overcome them, the 3 P’s (plan, prioritize, and proceed), tools for tracking efficiency, and tips for managing email effectively.

Performance Management

Diane Titus  
Principal  
People Matter, LLC  
Nashville, TN

Hours: 1

The basics are included in this module as an introduction to the critical role of Performance Management in organizations. Performance Management processes in different settings may vary in scope and level of detail, but the essentials remain fairly constant. The process discussed in the course provides the learner with an overview of the standard cycle of Performance Management.
The Value Gap

Steve Barger
Chairman
The Barger Group
Birmingham, AL

Hours: 1

The Value Gap module offers a direct path of self-discovery for participants who wish to increase their personal value in the eyes, minds, and hearts of their intended audience. The Value Gap offers participants the opportunity to brand their specific authentic value in a way that is meaningful through a three pronged approach - Discovery, Design, and Delivery. Topics included in the module are: the value / price correlation, controlling your perceived value, and making invisible value visible. This workshop addresses the three critical components of Value: Character, Competency, and Commitment. Participants will come away from this module with the distinct advantage of understanding their personal value in this increasingly commoditized world.

Workplace Harassment

Amber Aziza
Founder and CEO
Amber Aziza Enterprises

Brad Minor
Global Director of Client Experience
Learning Technologies Group

Jonathan Motley
Partner, Safford Motley PLC

Hours: 2

This course covers a handful of important subjects, including diversity and inclusion, harassment in the workplace, how to resolve conflict, and managing within the law. Students will recognize the importance of diversity awareness and its impact on their organization, and learn about the various types of unlawful harassment in the workplace.
Upcoming Courses

› Introduction to Cyber Security
  Janine Kremling
  Associate Professor
  California State University at San Bernardino
  Hours: 4

  This course provides a basic overview of cybercrime, cyberthreats, vulnerabilities, and cyber security responses by law enforcement. It outlines strategies to reduce vulnerabilities through cyber security measures. The course ends by looking into the future to see what may be ahead and the challenges it may pose to law enforcement.

› Verbal Judo for the Telecommunicator
  Gary T. Klugiewicz
  National Trainer/Director
  Research and Development Verbal Defense Institute
  Hours: 2

  Verbal Defense and Influence is a tactical communication program based on the ground-breaking work of Dr. George Thompson; an English college professor turned police officer who over 28 years had written four books and trained a million professionals in what he called Verbal Judo. Depending on where you are in your career as a telecommunicator, Dr. Thompson’s tactical communication training program will provide you with career building, career changing, and, even, career-saving conflict prevention and conflict resolution communication tactics. You will learn how to be a tactical communicator and keep yourself safe while reducing stress when dealing with citizens, fellow professionals, and in your personal life.
For More Information

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