

Calendar of Events

kkemp@macnlow.com

September 10, 2024

Grit & the Value of Critical Thinking: Common Sense & Emotional Intelligence in the Dispatch

Meceola County Central Dispatch**20701 Northland Dr****Paris, MI 49338**

08:00 AM - 05:00 PM EST

This course is designed to provide information on grit and the power and success of “gritty” people within the dispatch environment. We will define and explore critical thinking and discuss critical thinking skills, problem solving, decision-making skills and attitude as it relates to work inside the dispatch center. The course will examine best practices for dispatchers to follow when faced with difficult situations and people that require critical thinking skills, problem solving practices, common sense, emotional intelligence and the importance of a positive attitude.

Upon completion of this course, the participant will be able to:

Define Grit

Learn how Grit relates to dispatch

Explore your “Grit” factor with the Grit Quiz

Define critical thinking

List five definable critical thinking skills

Identify benefits of critical thinking skills and ways to improve them

Compare “Automatic” and “Manual” thinking

Discuss how to stay positive on the dispatch floor and improve your decision-making process

Learn how common sense and emotional intelligence can help you do the job well

Define implicit bias

Explore common cognitive biases

Identify ways to deal with difficult people

The cost is \$275 per person and the course is SNC approved (MNA2023-3874).

September 23, 2024

The Changing Face of the Active Shooter

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This course is designed to examine the changing landscape of the Active Shooter. Through careful research, statistical information, and case studies this course will offer insight into the changing profile of the active shooter in America. We will delve into the behaviors, characteristics, and warning signs of an active shooter prior to an active shooter event. We will look at multiple case studies to attempt to understand the changing face of the active shooter and the law enforcement response to these acts of violence.

Upon completion of this course, the participant will be able to:

Explore the resources and studies used for this course.

Learn the history of the Active Shooter.

Compare Active Shooters: Past to Present.

Learn Active Shooter statistics.

Explore the evolution of the response to an Active Shooter.

Define the early profiles of an Active Shooter.

List the Five Phases of the Active Shooter.

Analyze different Case Studies of Active Shooter events.

Understand the cascading impact of mass shootings.

Discuss the Changing Face of the Active Shooter.

The cost is \$275 per person and the course is SNC approved (MNA2023-3875).

September 24, 2024

Active Shooter Incidents for Dispatch

Northville Township Police Department

41600 6 Mile Rd

Northville, MI 48168

08:00 AM - 05:00 PM EST

Active shooter incidents are dynamic situations that pose many unique challenges for public safety communications. These situations require an enormous response from law enforcement, fire, EMS, various support entities and communication centers. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to an active shoot incident.

This course will provide case studies about several high-profile active shooter incidents, the issues and challenges posed by an active shooter incident and what role the telecommunicator plays in mitigating the damage. Upon completion of this course, the participant will be able to:

Define an Active Violence Incident (AVI) and its different phases;

Describe the key issues and challenges of an AVI;

Define the roles and responsibilities of the telecommunicators in an AVI situation; and,

Describe how to manage the consequences of an active shooter incident.

The cost is \$275 per person and the course is SNC approved (MNA 201808A).

September 30, 2024
- October 4, 2024

Basic 40-Hour Dispatch School
Kalamazoo County Consolidated Dispatch
7040 Stadium Drive
Kalamazoo, MI 49009

08:00 AM - 05:00 PM EST

MACNLOW's Basic 40-Hour Dispatch School utilizes a unique and practical combination of lecture, personal assessment, small group exercises, skill-building exercises, and role play to cement learning. Our instructors for this course are all highly-qualified, experienced dispatchers or dispatch supervisors. The cost is \$750 per person. (SNC approved: MNA2022-2466; meets Module I requirements)

Day One: Welcome to Dispatch

Duties and Responsibilities, Dispatcher Roles, Technology, Integrity and Responsibility

Day Two: Professional Interpersonal Communications

DiSC Behavioral Profile, Listening Techniques, Call Control Skills, Stress Handling Techniques

Day 3: Radio Communications

Police/Fire/EMS calls, Emergency v Non-Emergency calls, Interoperability, Incident Command

Day 4: Call Intake and Call Handling

Key Questions - the 6 Ws, Call Sequencing and Clarifying, Over-Rating or Under-Rating the Call, Caller Empathy, Handling Different Types of Calls

Day 5: Skill Building, Client Services, and Telephone Etiquette

Skill building using all techniques and information from the week; serving the public, dispatch, law enforcement, fire and EMS; doing the job well and politely, making all of us look good!

October 7, 2024
- October 11, 2024

Advanced 40-Hour Dispatch School
Kalamazoo County Consolidated Dispatch
7040 Stadium Drive
Kalamazoo, MI

08:00 AM - 05:00 PM EST

MACNLOW's Advanced 40-Hour Dispatch School enables attendees to meet all SNC Module II requirements (MNA2022-2926) by attending all five days for \$750 or any one-day course for \$275. Our team utilizes a unique & practical combination of lecture, personal assessments, small group exercises, skill building exercises, and role play to cement learning in the following areas.

HANDLING DOMESTIC VIOLENCE CALLS

This course focuses on helping telecommunicators learn innovative ways to capture information, frame effective questions, understand the psychological dynamics of domestic violence, and methods to keep their officers safe. SNC approved with Module II(a) endorsement; MNA2022-2927

SUICIDE CALLS: HELPING THE CALLER & THE TELECOMMUNICATOR

Attendees will assess their listening skills, learn to apply the skills and "thinking patterns" to help handle a suicide call successfully, assess psychological considerations, keep the caller talking, ask critical questions, and gain call handling methods proven effective for others. SNC approved with Module II (b) endorsement; MNA2022-2928

911 DISPATCH LIABILITY

Utilizing 911 cases which pinpoint various types of liability, this course analyzes liability issues, examines common elements of liability, looks at why people sue, examines the typical process of a lawsuit, develops measures for reducing and/or preventing liability, demonstrates courtroom testimony procedures and pitfalls, and considers "best practices" for dispatchers and dispatch supervisors. SNC approved with Module II (c) endorsement; MNA2022-2929

STRESS MANAGEMENT

Attendees will complete a Stress Response Profile to analyze their individual stress levels with an emphasis on the challenges of a dispatching career, both in terms of tasks and toxic people, utilize the Thought Reframing and FIT/S/ACE approaches to handling stress, and examine individual approaches and develop skills for minimizing, preventing and heading off stress. SNC approved with Module II (d) endorsement; MNA 2022-2930

HOMELAND SECURITY FOR THE TELECOMMUNICATOR

A comprehensive overview to define "terrorism;" identify the similarities and differences between "Domestic" and "International" terrorism; identify common misconceptions related to terrorists; discuss potential terrorist targets; identify and define eight (8) potential terrorist threats/acts; identify the role of Fusion Centers in suspicious incident reporting; define NIMS and its purpose; identify possible resources and tactics used to mitigate loss of life following a large scale terrorist incident; and more! SNC approved with Module II (e) endorsement; MNA2022-2931

The cost for the full week course is \$750 per person. Individual one-day classes may be taken at a cost of \$275 per day; to register for a one-day course, please return to the course calendar and click on the individual course or contact our office at 517-410-0825 or register@macnlow.com for assistance.

October 11, 2024

Leadership and Coaching
Imlay City Police Department
at the Imlay City Fire Hall
Imlay City, MI 48444

08:00 AM - 04:00 PM EST

This course is designed to provide an overview of the fundamentals of what makes a good leader from a public safety perspective, but this is NOT a theory course. Your time in the classroom will be spent on instruction, interactive discussions, and practical application of:

Understanding personal and positional power

Planning for success, for yourself and those you supervise

Setting expectations and holding employees accountable

Analyzing and resolving performance problems

Values, traits, and characteristics that help leaders earn the respect, confidence and cooperation of those they serve

Learning coaching skills to resolve performance problems

Practicing coaching skills in the classroom using realistic scenarios encountered in public safety

With small group exercises and many examples tailored to the attendee's profession, this class can be taken by law enforcement, dispatch, fire, courts, corrections, animal control or anyone in public safety. The cost is \$275 per person and the course is registered with MCOLES for 302 funds and is approved by the SNC for dispatch training funds (MNA2023-4094).

October 16, 2024
- October 18, 2024

Police Supervision (law enforcement) aka Achieving Supervisory Excellence (dispatch, others)

Manistee Police Department

70 Maple St

Manistee, MI 49660

08:00 AM - 05:00 PM EST

Police Supervision (aka Achieving Supervisory Excellence) is a three-day course designed specifically for first-line supervisors who direct, motivate, lead, appraise and discipline others. The course is open to anyone employed in public safety, court administration, and related professions. As a result of coaching, role play, exercises, self-assessments, group discussions and lecture, participants will leave with new knowledge and skills in:

Setting expectations and holding employees accountable

Analyzing and resolving performance problems

Improving workplace communication

Gaining listening and assertion skills

Coaching others for improved work performance

Learning behaviors and characteristics of quality leaders

The role of motivation in performance

With small group exercises and many examples tailored to the attendee's profession, this class can be taken by law enforcement, dispatch or anyone in public safety. The course is taught by Sgt. Michael Phillips who recently retired from the East Lansing Police Department with over 27 years of police experience. Mike is a Senior Associate with MACNLOW consistently receiving the highest ratings from course attendees for over fifteen years.

The price is \$395 per person.

This course is registered with MCOLES and is eligible for 302 funds as well as SNC approved for dispatch training funds (MNA2022-3166).

Agencies insured by MMRMA should also check with their agent on partial reimbursement for qualifying courses.

October 16, 2024

Endurance: Lessons in Leadership (8 am to noon)

Virtual Classroom with LIVE Instruction

This four-hour course is designed to analyze the exemplary leadership skills of Ernest Shackleton, one of the foremost explorers of the 20th century, who led a group of men on an incredibly dangerous and arduous journey to Antarctica, where their ship was destroyed and they endured nearly two years in sub-zero temperatures before being rescued. This course will identify seven leadership lessons from Shackleton and why these are still relevant today. Learn how to build a resilient team and lead by example, as well as understand why adaptability, good decision-making, communication, and crisis management skills are critical to success in difficult circumstances. We hope this course will give you some extra motivation and ignite the leader within YOU. The cost is \$150 per person and the course is registered with MCOLES for 302 funds and SNC approved (MNA2024-4557) for dispatch training funds.

Course Objectives

Define Endurance; discuss the concept and the journey of the sailing vessel "Endurance" to Antarctica

List seven (7) leadership lessons from Ernest Shackleton, explorer

Explore ways to build a resilient team

Learn about adaptability and decision-making

Identify how to lead by example

Examine and explore communication, motivation strategies, crisis management and emotional intelligence

Understand Shackleton's leadership legacy and relevance and how it still applies today

October 16, 2024

The Opioid Crisis and Dispatch (1 to 5 pm)

Virtual Classroom with Live Instruction

08:00 AM - 12:00 PM EST

While the world has been focused on the Covid-19 pandemic for the past 3+ years, the opioid epidemic continues to rage in the United States. The National Institute on Drug Abuse reports that opioid-involved overdose deaths rose from 21,088 in 2010 to 47,600 in 2017 and remained steady in 2018 with 46,802 deaths and then a significant increase in 2019 to 49,860 overdose deaths. Overdose calls can happen at any time in 911 operations, and this course enables the dispatcher to learn more about the history of opioids, substance abuse and addiction, and how the opioid epidemic affects law enforcement, EMS and the dispatcher.

This is a half day (four hour) course that will run from 1 pm to 5 pm; the cost is \$150 per person and the course is SNC approved (MNA 2021-1587).

October 17, 2024

Negotiations for Dispatch (1 pm to 5 pm)

Virtual Classroom with Live Instruction

01:00 PM - 05:00 PM EST

This course will introduce telecommunicators to crisis negotiations and the roles and responsibilities of the Tactical Dispatcher. The course covers different phases of the negotiation process as well as specific strategies and techniques that may be used to resolve the crisis. The course will build upon the skills already possessed by the telecommunicator and will provide tools and techniques needed to assist the Hostage Negotiations team.

Upon completion of this course, the participant will be able to:

- *Describe crisis negotiations*
- *Define the roles and responsibilities with the Dispatch Center*
- *Better understand crisis intervention and management*
- *Deploy crisis communication skills*
- *Work with law enforcement negotiators*
- *Be familiar with the FBI's Behavioral Stairway Model*
- *Communicate with a hostage taker*

This is an SNC approved course (MNA201905B) that is four hours in length and will run from 1 pm to 5 pm. The cost is \$150 per person.

October 21, 2024

Surviving Critical Incidents

Rockwood Police Department

32409 Fort Road

Rockwood, MI 48173

08:00 AM - 12:00 PM EST

This four-hour course is designed to prepare telecommunicators to respond to a critical incident call, whether it involves an active assailant, mass casualty, any loss of life, or any other type of high-stress or traumatic incident. It will give insight into how even the most trained and seasoned responders – including dispatch, law enforcement, and others - may become overwhelmed during the incident and may struggle to cope post-incident. We will discuss how training, practice, and mental conditioning will ultimately be what will drive our best response to these types of calls. This course is unique in that it is taught by a seasoned law enforcement officer who has been in the field during numerous types of these incidents, relying on the calm voice and directive response given over the radio. At the conclusion of the course, attendees will be able to:

- Define what a Critical Incident is*
- List Critical Incident examples*
- Discuss what to do when the call comes in*
- Understand the role of a dispatcher in a Critical Incident*
- Learn how to be prepared for a Critical Incident*
- Compare types of response training*
- Explore what to do post incident*

The cost is \$150 per person; SNC Approved (MNA 2024-4317). The class will run from 8 am to noon.

October 21, 2024

Swatting

Rockwood Police Department

32409 Fort Road

Rockwood, MI 48173

08:00 AM - 12:00 PM EST

This four-hour course is designed to provide information regarding the proliferation of swatting and the impact on dispatch, law enforcement and our community as a whole. It will give an overview of the history of SWAT, the origins of Swatting, as well as how and by whom Swatting is executed. With a review of some case studies and the FBI Swatting Database, the course will examine best practices for dispatch centers to respond to these types of calls to provide a proper response to the communities and agencies we serve. Upon completion of the course, attendees will be able to:

Define Swatting and discuss what is meant by the term

Learn about the history of SWAT

Explore the origins of Swatting

List the types and techniques of executing Swatting calls

Discuss the landscape of laws in response to Swatting calls

Understand what the FBI Swatting Database is and its uses

Review Swatting Case Studies

Identify best practices for dispatch response to Swatting

The cost is \$150 per person; SNC Approved (MNA 2024-4316). The class will run from 1 pm to 5 pm

October 22, 2024

Active Shooter Incidents for Dispatch

Rockwood Police Department

32409 Fort Road

Rockwood, MI 48173

08:00 AM - 05:00 PM EST

Active shooter incidents are dynamic situations that pose many unique challenges for public safety communications. These situations require an enormous response from law enforcement, fire, EMS, various support entities and communication centers. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to an active shoot incident.

This course will provide case studies about several high-profile active shooter incidents, the issues and challenges posed by an active shooter incident and what role the telecommunicator plays in mitigating the damage. Upon completion of this course, the participant will be able to:

Define an Active Violence Incident (AVI) and its different phases;

Describe the key issues and challenges of an AVI;

Define the roles and responsibilities of the telecommunicators in an AVI situation; and,

Describe how to manage the consequences of an active shooter incident.

The cost is \$275 per person and the course is SNC approved (MNA 201808A).

October 30, 2024

Professional Policing: Conduct, Character & Communication all matter!

Greenville Department of Public Safety

Community Room A

Greenville, MI 48838

08:00 AM - 04:30 PM EST

Policing in America is complicated and we, as a profession, have been tasked to do it better than ever before. We are up to that task. This course teaches time-tested practices you can use to ensure your success as a professional. The legitimacy of the individual officer and organization come from the contacts the officer has on a daily basis. The way you

- *Look*
- *Act and*
- *Communicate all matter!*

This class is an opportunity to look in the mirror and learn how to do better, be better and exemplify professional policing each and every day. At MACNLOW, we believe learning and improvement are ongoing and continuous. This course will enable attendees to evaluate their own conduct, character and communication skills and how they are all intertwined in a complex and fluid relationship. The communities we serve demand more. Learn how to meet and exceed those expectations.

At the conclusion of this course, attendees will be able to:

Recognize their attitude, integrity, and pride in the profession and how these affect their ability to work successfully with the public;

Identify "Moments of Truth" that set the tone for each interaction;

Identify the five (5) ways the public evaluates police services;

Practice using reflective listening skills in a critiqued classroom situation;

Learn new ways to build citizen rapport; and,

Develop positive non-verbal and vocal behaviors for dealing with citizens with an emphasis on verbal de-escalation as evidenced by their critiqued practicing of these skills in role play.

This course is registered with MCOLES and is eligible for 302 funds. The cost is \$275 per person.

Faculty for this course is Undersheriff Andrew Bouck (Ingham County Sheriff's Office) and co-owner of MACNLOW Associates. Andy regularly serves as a keynote speaker for a wide variety of law enforcement and community organizations and is MACNLOW's lead consultant for agency-wide and one-on-one consultations. With over 25 years of police experience and no use of force complaints, his communication skills have prevented or pre-empted many potentially violent conflicts. Prior to his career in law enforcement, Bouck was a Sergeant in the United States Marine Corps. Andy is a graduate of the 221st Session of the FBI National Academy. He received numerous awards from the East Lansing Police Department including two Bravery Awards and was honored as the City of East Lansing Customer Service Award winner in 2002. In addition, Bouck was the 2013 recipient of the Distinguished Service Medal from the Michigan Association of Chiefs of Police.

October 30, 2024

Delivering Exemplary Customer Service

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This course is designed to provide information regarding the importance of providing exemplary customer service within the dispatch center. The course will examine best practices for dispatch centers to enhance their skills to provide a positive interaction with the communities and agencies we serve. Course objectives include:

*Discuss how to effectively help the people you serve
Learn to reframe your communication for better results
Explore Caller Focused Service 101
List the 4 C's of Caller Focused Service
Discuss handling negativity
Learn the 7 Characteristics of the "Best of the Best" in Customer Service
Understand the role of optimism and resiliency
Identify the keys to Exemplary Customer Service
Examine and enhance your Cooperation Techniques*

The cost is \$275 per person and the course is SNC approved (MNA2022-2447).

November 4, 2024

Grit & the Value of Critical Thinking: Common Sense & Emotional Intelligence in the Dispatch

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This session of the course will take place in our virtual classroom, featuring live instruction and interaction with the instructor and other online attendees.

This course is designed to provide information on grit and the power and success of "gritty" people within the dispatch environment. We will define and explore critical thinking and discuss critical thinking skills, problem solving, decision-making skills and attitude as it relates to work inside the dispatch center. The course will examine best practices for dispatchers to follow when faced with difficult situations and people that require critical thinking skills, problem solving practices, common sense, emotional intelligence and the importance of a positive attitude.

Upon completion of this course, the participant will be able to:

*Define Grit
Learn how Grit relates to dispatch
Explore your "Grit" factor with the Grit Quiz
Define critical thinking
List five definable critical thinking skills
Identify benefits of critical thinking skills and ways to improve them
Compare "Automatic" and "Manual" thinking
Discuss how to stay positive on the dispatch floor and improve your decision-making process
Learn how common sense and emotional intelligence can help you do the job well
Define implicit bias
Explore common cognitive biases
Identify ways to deal with difficult people*

The cost is \$275 per person and the course is SNC approved (MNA2023-3874).

November 8, 2024

Leadership and Coaching
Greenville Department of Public Safety
1414 W Chase St
Greenville, MI 48838

08:00 AM - 04:00 PM EST

This course is designed to provide an overview of the fundamentals of what makes a good leader from a public safety perspective, but this is NOT a theory course. Your time in the classroom will be spent on instruction, interactive discussions, and practical application of:

Understanding personal and positional power
Planning for success, for yourself and those you supervise
Setting expectations and holding employees accountable
Analyzing and resolving performance problems
Values, traits, and characteristics that help leaders earn the respect, confidence and cooperation of those they serve
Learning coaching skills to resolve performance problems
Practicing coaching skills in the classroom using realistic scenarios encountered in public safety

With small group exercises and many examples tailored to the attendee's profession, this class can be taken by law enforcement, dispatch, fire, courts, corrections, animal control or anyone in public safety. The cost is \$275 per person and the course is registered with MCOLES for 302 funds and is approved by the SNC for dispatch training funds (MNA2023-4094).

November 13, 2024

Staying on Top of Your Profession
Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This course is designed to keep experienced telecommunicators abreast of best practices and call handling techniques in difficult suicide calls and volatile domestic violence calls, examine cultural diversity and how bias may affect their job performance, discuss ways in which they can reduce mistakes and liability on the job, and motivate them to improve personal health, performance and teamwork in the dispatch center.

At the conclusion of the course, the telecommunicator will be able to:

Discuss ways in which complacency can cause problems in the 911 profession;
Review call handling techniques in domestic violence calls which can assist in improving officer safety and decreasing liability;
Be familiar with how to isolate emotions and strength identifiers with suicidal callers;
Understand how stereotypes, prejudices and bias can interfere with job performance and interactions with co-workers and the public;
Discuss what increases liability in the dispatch center and what can be done to minimize vulnerability to liability and litigation; and,
Discuss what each employee can do to improve performance, teamwork and morale in the dispatch center.

The cost is \$275 per person and the course is SNC approved (MNA2020-1263).

November 14, 2024

Behaviors and Warning Signs of an Active Shooter (8 am to noon)

Virtual Classroom with live instruction

08:00 AM - 12:00 PM EST

This four-hour course is designed to offer insight into the behaviors, characteristics, and warning signs of an active shooter prior to an active shooter event. We will examine specific behaviors that may precede an attack and which of those behaviors dispatchers and law enforcement might find useful in identifying, assessing, and managing those who may perpetrate these acts of violence. The course objectives are to:

Explore the 5 stages of an active shooter event

Look at statistics surrounding active shooters

Review active shooter demographics

Examine the planning and preparations of an active shooter event

Investigate stressors and their affect on an active shooter

Study pre-attack behaviors and communications

Identify suicidal ideation and attempts

Discuss what dispatchers can do to improve documentation, detection, research and identification of a potential active shooter

This is a half day (four hour) course that will run from 8 am to noon; the cost is \$150 per person and the course is SNC approved (MNA 2021-2046).

November 14, 2024

Swatting (1 pm to 5 pm)

Virtual Classroom with live instruction

08:00 AM - 12:00 PM EST

This four-hour course is designed to provide information regarding the proliferation of swatting and the impact on dispatch, law enforcement and our community as a whole. It will give an overview of the history of SWAT, the origins of Swatting, as well as how and by whom Swatting is executed. With a review of some case studies and the FBI Swatting Database, the course will examine best practices for dispatch centers to respond to these types of calls to provide a proper response to the communities and agencies we serve. Upon completion of the course, attendees will be able to:

Define Swatting and discuss what is meant by the term

Learn about the history of SWAT

Explore the origins of Swatting

List the types and techniques of executing Swatting calls

Discuss the landscape of laws in response to Swatting calls

Understand what the FBI Swatting Database is and its uses

Review Swatting Case Studies

Identify best practices for dispatch response to Swatting

This session of "Swatting" is being offered in our virtual classroom featuring live instruction and interaction.

The cost is \$150 per person; SNC Approved (MNA 2024-4316). The class will run from 1 pm to 5 pm

November 18, 2024
- November 22, 2024

Basic 40-Hour Dispatch School

Virtual Classroom with Live Instruction OR at Eaton County Central Dispatch (In Person)

911 Courthouse Drive

Charlotte, MI 48813

08:00 AM - 05:00 PM EST

MACNLOW's Basic 40-Hour Dispatch School utilizes a unique and practical combination of lecture, personal assessment, small group exercises, skill-building exercises, and role play to cement learning. Our instructors for this course are all highly-qualified, experienced dispatchers or dispatch supervisors. The cost is \$750 per person. (SNC approved: MNA2022-2466; meets Module I requirements).

Day One: Welcome to Dispatch

Duties and Responsibilities, Dispatcher Roles, Technology, Integrity and Responsibility

Day Two: Professional Interpersonal Communications

DiSC Behavioral Profile, Listening Techniques, Call Control Skills, Stress Handling Techniques

Day 3: Radio Communications

Police/Fire/EMS calls, Emergency v Non-Emergency calls, Interoperability, Incident Command

Day 4: Call Intake and Call Handling

Key Questions - the 6 Ws, Call Sequencing and Clarifying, Over-Rating or Under-Rating the Call, Caller Empathy, Handling Different Types of Calls

Day 5: Skill Building, Client Services, and Telephone Etiquette

Skill building using all techniques and information from the week; serving the public, dispatch, law enforcement, fire and EMS; doing the job well and politely, making all of us look good!

December 2, 2024

Active Shooter Incidents for Dispatch

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This session of the course will be held in our virtual classroom featuring live instruction and interaction with the instructor and other attendees.

Active shooter incidents are dynamic situations that pose many unique challenges for public safety communications. These situations require an enormous response from law enforcement, fire, EMS, various support entities and communication centers. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to an active shoot incident.

This course will provide case studies about several high-profile active shooter incidents, the issues and challenges posed by an active shooter incident and what role the telecommunicator plays in mitigating the damage. Upon completion of this course, the participant will be able to:

Define an Active Violence Incident (AVI) and its different phases;

Describe the key issues and challenges of an AVI;

Define the roles and responsibilities of the telecommunicators in an AVI situation; and,

Describe how to manage the consequences of an active shooter incident.

The cost is \$275 per person and the course is SNC approved (MNA 201808A).

December 3, 2024

The Changing Face of the Active Shooter

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This session of the course is being offered in our virtual classroom featuring live instruction and interaction with the instructor and other attendees.

This course is designed to examine the changing landscape of the Active Shooter. Through careful research, statistical information, and case studies this course will offer insight into the changing profile of the active shooter in America. We will delve into the behaviors, characteristics, and warning signs of an active shooter prior to an active shooter event. We will look at multiple case studies to attempt to understand the changing face of the active shooter and the law enforcement response to these acts of violence.

Upon completion of this course, the participant will be able to:

Explore the resources and studies used for this course.

Learn the history of the Active Shooter.

Compare Active Shooters: Past to Present.

Learn Active Shooter statistics.

Explore the evolution of the response to an Active Shooter.

Define the early profiles of an Active Shooter.

List the Five Phases of the Active Shooter.

Analyze different Case Studies of Active Shooter events.

Understand the cascading impact of mass shootings.

Discuss the Changing Face of the Active Shooter.

The cost is \$275 per person and the course is SNC approved (MNA2023-3875).

December 4, 2024
- December 6, 2024

Advanced Supervision
SpringHill Suites Hotel
111 Marketplace Blvd
Lansing, MI 48917

08:00 AM - 05:00 PM EST

This course focuses on dealing with difficult/problem employees, empowering employees, supervisory ethics, managing projects, problem solving, managing workplace relationships, and handling special details. Attendees develop new knowledge and skills in:

*“Solving” difficult employees;
Empowering employees to be high achievers;
Encouraging ethical workplace behavior;
Building and setting performance goals;
Solving problems unique to those employed in police, dispatch, fire, courts and corrections settings; and,
Planning and handling departmental projects*

This course is led by Sgt. Michael S. Phillips (Ret., East Lansing Police Department), a highly-rated senior associate with MACNLOW, with over 27 years of experience. Portions of the course are tailored to the profession of each attendee. We recommend, but do not require, participants complete our Police Supervision or Achieving Supervisory Excellence course prior to taking Advanced Supervision as some content is built upon assessment instruments utilized in that initial course. If you wish to take Advanced Supervision without the recommended prerequisite, simply let us know when registering for the course

This course is registered with MCOLES and is eligible for 302 funds as well as SNC approved for dispatch training funds (MNA2022-2687).

Agencies insured by MMRMA should also check with their agent on partial reimbursement for qualifying courses.

The cost is \$395 per person

December 9, 2024
- December 13, 2024

Advanced 40-Hour Dispatch School
Virtual Classroom with Live Instruction OR at Eaton County Central Dispatch (In Person)
911 Courthouse Drive
Charlotte, MI 48813

08:00 AM - 05:00 PM EST

MACNLOW's Advanced 40-Hour Dispatch School enables attendees to meet all SNC Module II requirements (MNA2022-2926) by attending all five days for \$750 or any one-day course for \$275. Our team utilizes a unique & practical combination of lecture, personal assessments, small group exercises, skill building exercises, and role play to cement learning in the following areas.

HANDLING DOMESTIC VIOLENCE CALLS

This course focuses on helping telecommunicators learn innovative ways to capture information, frame effective questions, understand the psychological dynamics of domestic violence, and methods to keep their officers safe. SNC approved with Module II(a) endorsement; MNA2022-2927

SUICIDE CALLS: HELPING THE CALLER & THE TELECOMMUNICATOR

Attendees will assess their listening skills, learn to apply the skills and "thinking patterns" to help handle a suicide call successfully, assess psychological considerations, keep the caller talking, ask critical questions, and gain call handling methods proven effective for others. SNC approved with Module II (b) endorsement; MNA2022-2928

HOMELAND SECURITY FOR THE TELECOMMUNICATOR

A comprehensive overview to define "terrorism;" identify the similarities and differences between "Domestic" and "International" terrorism; identify common misconceptions related to terrorists; discuss potential terrorist targets; identify and define eight (8) potential terrorist threats/acts; identify the role of Fusion Centers in suspicious incident reporting; define NIMS and its purpose; identify possible resources and tactics used to mitigate loss of life following a large scale terrorist incident; and more! SNC approved with Module II (e) endorsement; MNA2022-2931

911 DISPATCH LIABILITY

Utilizing 911 cases which pinpoint various types of liability, this course analyzes liability issues, examines common elements of liability, looks at why people sue, examines the typical process of a lawsuit, develops measures for reducing and/or preventing liability, demonstrates courtroom testimony procedures and pitfalls, and considers "best practices" for dispatchers and dispatch supervisors. SNC approved with Module II (c) endorsement; MNA2022-2929

STRESS MANAGEMENT

Attendees will complete a Stress Response Profile to analyze their individual stress levels with an emphasis on the challenges of a dispatching career, both in terms of tasks and toxic people, utilize the Thought Reframing and FIT/S/ACE approaches to handling stress, and examine individual approaches and develop skills for minimizing, preventing and heading off stress. SNC approved with Module II (d) endorsement; MNA 2022-2930

The cost for the full week course is \$750 per person. Individual one-day classes may be taken at a cost of \$275 per day; to register for a one-day course, please return to the course calendar and click on the individual course or contact our office at 517-410-0825 or register@macnlow.com for assistance.

December 16, 2024

Incident Debriefing (8 am to noon)
Virtual Classroom with Live Instruction

01:00 PM - 05:00 PM EST

Incident Debriefing is an essential part of learning, improving and identifying the steps in a given incident. This course will highlight the need for Incident Debriefing and will focus on providing an overall plan for post-incident management. Upon completion of this course, the participant will be able to:

- Understand the importance of debriefings*
- Describe the difference between briefing, debriefing and stress debriefing*
- Define the components of a debriefing*
- Utilize conversational techniques for steering debriefings*
- Describe the four main components of a debriefing*
- Conduct a formal or informal debriefing*

This is an SNC approved course (MNA201905D) that is four hours in length and will run from 1 pm to 5 pm. The cost is \$150 per person.

December 16, 2024

Endurance: Lessons in Leadership (1 pm to 5 pm)
Virtual Classroom with LIVE Instruction

This four-hour course is designed to analyze the exemplary leadership skills of Ernest Shackleton, one of the foremost explorers of the 20th century, who led a group of men on an incredibly dangerous and arduous journey to Antarctica, where their ship was destroyed and they endured nearly two years in sub-zero temperatures before being rescued. This course will identify seven leadership lessons from Shackleton and why these are still relevant today. Learn how to build a resilient team and lead by example, as well as understand why adaptability, good decision-making, communication, and crisis management skills are critical to success in difficult circumstances. We hope this course will give you some extra motivation and ignite the leader within YOU. The cost is \$150 per person and the course is registered with MCOLES for 302 funds and SNC approved (MNA2024-4557) for dispatch training funds.

Course Objectives

- Define Endurance; discuss the concept and the journey of the sailing vessel "Endurance" to Antarctica*
- List seven (7) leadership lessons from Ernest Shackleton, explorer*
- Explore ways to build a resilient team*
- Learn about adaptability and decision-making*
- Identify how to lead by example*
- Examine and explore communication, motivation strategies, crisis management and emotional intelligence*
- Understand Shackleton's leadership legacy and relevance and how it still applies today*

December 17, 2024

Psychology Behind School Shooters

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

While we all hope that a school shooting incident will not take place in our jurisdiction, sadly, we know that no community is exempt from violence. We must continue to do all we can to be prepared when it does happen. This course provides an intense look at the psychology behind a school shooter with a focus on ways in which a school shooting might be prevented, but ultimately to mitigate injuries and/or loss of life by being prepared and educated should the worst-case scenario take place.

Performance Objectives

Review studies involving school shootings

Discuss myths about school shootings/shooters

Define and discuss what constitutes a threat

Identify the 3 main types of school shooters

Review 10 school shootings and identify the type of shooters in each incident

Look at why some become school shooters and others do not

Learn the Five Stages of an Active Shooter

Review Crisis Averted – examine instances where a potential school shooter was caught prior to the attack and what led to that intervention

Examine 5 Tips for Dispatchers during a School Shooting

The cost is \$275 per person and the course is SNC approved (MNA2021-2246).

September 11, 2024

- September 13, 2024

Operation Northern Exposure 2024: A Public Safety Leadership Forum

Courtyard Petoskey at Victories Square

1866 Mkwá Place

Petoskey, MI 49770

08:00 AM - 11:45 PM EST

Back by popular demand! Join us on September 11-13, 2024, in Petoskey, Michigan, for Operation Northern Exposure, a public safety leadership forum brought to you by a partnership between MACNLOW Associates and Command Presence. The purpose of the forum is to shine light on the important issues of individual and organization culture, leadership, and wellness for public safety professionals. A complete agenda will be announced in May 2024. In the meantime, save the dates!

Wednesday, September 11: We begin with a fireside chat and social events at 7:30 pm

Thursday, September 12: Our program will run from 8 am to 5 pm

Friday, September 13: Our program will run from 8 am to 4 pm

Space is limited to 40 persons. The registration fee is \$995 per person and includes breakfast and lunch on both days. Hotel accommodations are separate and discounted rates starting at \$109 per night are available at Courtyard Petoskey at Victories Square. All programs will take place at this location as well.

September 25, 2024
- September 27, 2024

Police Supervision (law enforcement) aka Achieving Supervisory Excellence (dispatch, others)
Eaton County Youth Facility
822 Courthouse Dr
Charlotte, MI 48813

08:00 AM - 05:00 PM EST

Police Supervision (aka Achieving Supervisory Excellence) is a three-day course designed specifically for first-line supervisors who direct, motivate, lead, appraise and discipline others. The course is open to anyone employed in public safety, court administration, and related professions. As a result of coaching, role play, exercises, self-assessments, group discussions and lecture, participants will leave with new knowledge and skills in:

Setting expectations and holding employees accountable
Analyzing and resolving performance problems
Improving workplace communication
Gaining listening and assertion skills
Coaching others for improved work performance
Learning behaviors and characteristics of quality leaders
The role of motivation in performance

With small group exercises and many examples tailored to the attendee's profession, this class can be taken by law enforcement, dispatch or anyone in public safety. The course is taught by Sgt. Michael Phillips who recently retired from the East Lansing Police Department with over 27 years of police experience. Mike is a Senior Associate with MACNLOW consistently receiving the highest ratings from course attendees for over fifteen years.

The price is \$395 per person.

This course is registered with MCOLES and is eligible for 302 funds as well as SNC approved for dispatch training funds (MNA2022-3166).

Agencies insured by MMRMA should also check with their agent on partial reimbursement for qualifying courses.

October 17, 2024

Tactical Dispatching (8 am to noon)

Virtual Classroom with live instruction

08:00 AM - 12:00 PM EST

This four-hour course will serve as an introduction to Tactical Dispatching. Students will learn the roles and responsibilities of a Tactical Dispatcher and gain an understanding of the ICS and NIMS structure and systems. The primary objective of the course is to illustrate the importance of the Tactical Dispatcher's function within the command structure and provide tools to assist responders in a tactical environment. Upon completion of this course, the participant will be able to:

Understand the elements of a high-risk incident

Define core team responsibilities

Utilize dry erase boards and manage radio traffic

Participate in intelligence gathering

Outline the ICS & NIMS system

Be familiar with tactical equipment and tactical forms

Have knowledge of the skills needed in the tactical environment for dispatch

The cost is \$150 per person; SNC Approved (MNA 201905C). The class will run from 8 am to noon.