

Calendar of Events

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September 1, 2020
- September 3, 2020

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

Gratiot County Sheriff's Office

Ithaca Community Center

Ithaca, MI 48847

08:00 AM - 05:00 PM EST

This course is registered with MCOLES and is eligible for 302 funds as well as SNC approved for dispatch training funds (MNA201408B).

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

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. 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.

September 14, 2020
- September 18, 2020

**Advanced 40-Hour Dispatch School
Virtual Classroom**

08:00 AM - 05:00 PM EST

This course will utilize a virtual classroom with LIVE instruction and an interactive virtual classroom with two-way audio and video interaction amongst participants and the instructor(s). This is a great way to participate in a MACNLOW course while avoiding travel and travel-related expenses as well as maintaining the health and safety of students and instructors.

MACNLOW's Advanced 40-Hour Dispatch School enables attendees to meet all SNC Module II requirements by attending all five days for \$699 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.

Monday, September 14 - 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; MNA200608E

Tuesday, September 15 - 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; MNA201504B

Wednesday, September 16 – 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; MNA 201001A

Thursday, September 17 - 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; MNA 201407A

Friday, September 18 - 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 201110A

October 5, 2020
- October 9, 2020

**Advanced 40-Hour Dispatch School
Virtual Classroom**

08:00 AM - 05:00 PM EST

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Monday, October 5 - 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; MNA 201407A

Tuesday, October 6 – 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; MNA 201001A

Wednesday, October 7 - 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; MNA200608E

Thursday, October 8 - 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; MNA201504B

Friday, October 9 - 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 201110A

December 7, 2020
- December 11, 2020

**Advanced 40-Hour Dispatch School
Virtual Classroom**

08:00 AM - 05:00 PM EST

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*Monday, October 19 - 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; MNA 201407A*

*Tuesday, October 20 – 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; MNA 201001A*

*Wednesday, October 21 - 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; MNA200608E*

*Thursday, October 22 - 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; MNA201504B*

*Friday, October 23 - 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 201110A*

August 3, 2020

Active Shooter Incidents for Dispatch

Virtual Classroom

08:00 AM - 05:00 PM EST

This course will utilize a virtual classroom with LIVE instruction and an interactive virtual classroom with two-way audio and video interaction amongst participants and the instructor(s). This is a great way to participate in a MACNLOW course while avoiding travel and travel-related expenses as well as maintaining the health and safety of students and instructors. (SNC approved: MNA201808A)

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.*

August 24, 2020
- August 28, 2020

Basic 40-Hour Dispatch School
Virtual Classroom

08:00 AM - 05:00 PM EST

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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.

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!

September 21, 2020
- September 25, 2020

Basic 40-Hour Dispatch School
Virtual Classroom

08:00 AM - 05:00 PM EST

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October 19, 2020
- October 23, 2020

**Advanced 40-Hour Dispatch School
Virtual Classroom**

08:00 AM - 05:00 PM EST

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October 19, 2020
- October 21, 2020

Advanced Supervision
Gratiot County Sheriff's Office
Ithaca Community Center
Ithaca, MI 48847

08:00 AM - 05:00 PM EST

This course is registered with MCOLES and is eligible for 302 funds as well as SNC approved for dispatch training funds (MNA201902A).

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

The cost is \$375 per person

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

October 26, 2020
- October 30, 2020

Basic 40-Hour Dispatch School
Virtual Classroom

08:00 AM - 05:00 PM EST

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Day 3: Radio Communications

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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!

November 30, 2020
- December 4, 2020

Basic 40-Hour Dispatch School
Virtual Classroom

08:00 AM - 05:00 PM EST

This course will utilize a virtual classroom with LIVE instruction and an interactive virtual classroom with two-way audio and video interaction amongst participants and the instructor(s). This is a great way to participate in a MACNLOW course while avoiding travel and travel-related expenses as well as maintaining the health and safety of students and instructors.

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.

*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*

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