

Calendar of Events

November 30, 2023

Generational Differences

Livingston County Central Dispatch

300 S Highlander Way

Howell, MI 48843

08:00 AM - 07:00 PM EST

Generations question and complain about perceived values, work ethics and behaviors of other generations. This course gives an understanding of the forces, events and dynamics that shape each generation and offers strategies for interacting with and supervising Generations X, Y, the Millennials and beyond. This course is helpful for anyone who supervises, manages, leads, or needs to better interact with other generations at work.

Participants will leave with:

- 1. New strategies for interacting with and supervising Generation X, Millennials, and other members of the work force of all ages;*
- 2. An understanding of the values and beliefs held by the various generations in the work force; and,*
- 3. Ideas for blending generations for successful workplace teamwork.*

December 5, 2023

Suicide Calls: Helping the Caller & the Telecommunicator (Virtual or Traditional Classroom)

Virtual Classroom or in person at Eaton County Central Dispatch

911 Courthouse Drive

Charlotte, MI 48813

08:00 AM - 05:00 PM EST

Attendees will discuss facts, statistics, and myths about suicide and suicidal callers, practice their reflective listening skills, discuss crucial direct questions to ask to keep the caller talking, and gain call handling methods proven effective for others. The course also addresses telecommunicator stress and self-care techniques and resources.

SNC approved with Module II (b) endorsement; MNA2022-2920. The cost for this one-day course is \$275.

Inmate Classification
Livingston County Sheriff's Office
1500 S Highlander Way
Howell, MI 48843

08:00 AM - 04:00 PM EST

Inmate classification is one of the highest areas of liability for any jail or lockup and jail lawsuits are on the rise in this state and across the nation. An effective, well-defined classification system along with properly trained classification staff will help reduce escapes and escape attempts, suicides and suicide attempts, and the number of inmate-on-inmate assaults in your facility.

This training takes a closer look at the classification system and examines many issues that face jail classification officers every day, regardless of what software program is used in their jail.

Jail classification officers will gain a better understanding of the importance of classifying inmates, proper documentation, proper use of the override system and learn how to compile reliable and accurate data on inmates to make informed decisions in the classifying and housing of inmates. They will learn to use their available resources to make defensible decisions on separating, classifying and housing all different classes of inmates.

This course features real life scenarios, videos and best practices that are based on decades of experience, case law and standards set by the Michigan Department of Corrections, in addition to standards set by the National Institute of Jail Operations (NIJO).

Jail classification and having properly trained staff is an important part of operating any jail, large or small.

The cost for this course is \$225 per person. The instructor will be Captain Robert Earle, Ingham County Sheriff's Office.

MACNLOW Faculty: Captain Robert Earle, Ingham County Sheriff's Office, in charge of the Booking, Receiving and Classification Units. He works closely with the Jail Administrator on a daily basis to run Ingham County's 665-bed correctional facility (recently reduced to just below 450 beds due to Ingham County's successful Jail Alternative Programs). He is a graduate of Michigan State University. Captain Earle has served in many capacities at the Ingham County Sheriff's Office as a Deputy in the Corrections Division before rising to the rank of Sergeant in 2012, Lieutenant in 2017, and Captain in 2021. He has served as Housing Officer, Work Release Coordinator, Corrections Training Officer, Corrections Hostage Negotiation Team Member, Booking Officer and Classification Officer. He has been a liaison to the 30th Circuit Court's Mental Health Court and has worked on several inmate initiatives, including an Ingham County program to reduce opioid overdose deaths. Captain Earle is also the Commander of the 19-member regional Capitol Area Dive Team (CADT) and Underwater Search and Recovery Unit. He has been on the Sheriff's Dive Team for over 16 years, achieving several high-level dive certifications and attending training across the country. In 2018, Robert was recognized and awarded the Distinguished Valor Award from the National Institute of Jail Operations (NIJO) which recognizes individuals for their outstanding service to heroically serve and protect or who have made critical decisions or taken preventive actions that ensured the safety and security of staff, inmates, and the general public.

December 6, 2023

Homeland Security for Telecommunicators

Virtual Classroom or in person at Eaton County Central Dispatch

911 Courthouse Drive

Charlotte, MI 48813

08:00 AM - 05:00 PM EST

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!

The cost is \$275 for this one day course. SNC approved with Module II (e) endorsement; MNA2022-2931.

December 7, 2023

911 Dispatch Liability

Virtual Classroom or in person at Eaton County Central Dispatch

911 Courthouse Drive

Charlotte, MI 48813

08:00 AM - 05:00 PM EST

Utilizing 911 cases which pinpoint various types of liability, this course analyzes liability issues, examines common elements of liability, develops measures for reducing and/or preventing liability, and considers "best practices" for telecommunicators and supervisors. Additional discussions cover why people sue, the typical process of a lawsuit, and demonstration of courtroom testimony procedures and pitfalls.

SNC approved with Module II (c) endorsement; MNA 2022-2929. The cost for this one-day course is \$275 per person.

December 8, 2023

Stress Management

Virtual Classroom on in person at Eaton County Central Dispatch

911 Courthouse Dr

Charlotte, MI 48813

08:00 AM - 05:00 PM EST

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 is \$275 per person.

December 13, 2023

**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).

December 14, 2023

The Changing Face of the Active Shooter

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 attendees in the online classroom.

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).

February 5, 2024
- February 7, 2024

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

Jay's Sporting Goods

1151 S Otsego Dr

Gaylord, MI 49735

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. 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.

February 5, 2024
- February 9, 2024

Basic 40-Hour Dispatch School
Kent County Sheriff's Office
701 Ball Ave NE
Grand Rapids, MI 49503

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!

March 4, 2024
- March 6, 2024

Advanced Supervision
Charlotte Police Department
111 E Lawrence Ave
Charlotte, MI 48813

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

November 27, 2023
- December 1, 2023

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

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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 1, 2023

Leadership and Coaching
Livingston County Central Dispatch
300 S Highlander Way
Howell, MI 48843

08:00 AM - 05:00 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, or anyone in public safety. The course is registered with MCOLES for 302 funds and is approved by the SNC for dispatch training funds (MNA2023-4094).

December 4, 2023
- December 8, 2023

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 4, 2023

Handling Domestic Violence Calls

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

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. The cost is \$275 per person.

December 4, 2023

- December 6, 2023

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

Livingston County Central Dispatch

300 S Highlander Way

Howell, MI 48843

08:00 AM - 05:00 PM EST

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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.

January 24, 2024
- January 26, 2024

Advanced Supervision
Livingston County Central Dispatch
300 S Highlander Way
Howell, MI 48843

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