

Calendar of Events

- February 1, 2021
- February 1, 2021
- Handling Domestic Violence Calls**
Virtual Classroom with LIVE instruction
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; MNA200608E. The cost is \$275 per person.
- February 2, 2021
- February 2, 2021
- Suicide Calls: Helping the Caller & the Telecommunicator**
Virtual Classroom with LIVE instruction
08:00 AM - 05:00 PM EST
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. The cost is \$275 per person.
- February 3, 2021
- February 3, 2021
- 911 Dispatch Liability**
Virtual Classroom with LIVE instruction
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, 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. The cost is \$275 per person.
- February 4, 2021
- February 4, 2021
- Homeland Security for the Telecommunicator**
Virtual Classroom - LIVE instruction
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! SNC approved with Module II (e) endorsement; MNA 201407A
- February 5, 2021
- February 5, 2021
- Stress Management**
Virtual Classroom with LIVE instruction
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 201110A. The cost is \$275 per person.

February 8, 2021
- February 10, 2021

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

Michigan State University

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.

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.

March 1, 2021
- March 5, 2021

**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. The cost is \$699 per person. (SNC approved: MNA201303A; meets Module I requirements)

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!*

March 10, 2021
- March 12, 2021

Advanced Supervision

Michigan State University

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

March 11, 2021
- March 11, 2021

Incident Debriefing (8 am to noon)

Virtual Classroom with LIVE Instruction

08:00 AM - 12:00 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 8 am to noon. The cost is \$150 per person.

March 15, 2021
- March 19, 2021

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 (MNA201408A) 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.

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

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

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

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

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

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- March 16, 2021
- March 16, 2021
- Handling Domestic Violence Calls**
Virtual Classroom with LIVE instruction
 08:00 AM - 05:00 PM EST
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- March 17, 2021
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- 911 Dispatch Liability**
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 08:00 AM - 05:00 PM EST
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- March 18, 2021
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- Homeland Security for the Telecommunicator**
Virtual Classroom - LIVE instruction
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April 7, 2021
- April 8, 2021

Critical Supervisory Issues

Michigan State University

08:00 AM - 07:00 PM EST

This two-day course is designed specifically for supervisors who direct, motivate, lead, appraise and discipline others. Topics covered in the third and final course in MACNLOW's Capstone Award/Supervisory Series include supervisory responsibility, procedures to investigate citizen or staff complaints, investigative confidentiality requirements, legal updates on specific decisions applying to public safety professionals, further explanation of search and seizure law, use of force, jail/lock-up issues, and how to mentor and coach disciplined employees. The emphasis is on practical application of:

- *Understanding of liability in your "individual" and "official" capacities*
- *Identifying implications for supervisory liability in "failure to control" employees with a history of misbehavior*
- *Practical procedures (practiced in class) for investigating complaints*
- *Tips for applying current case law on a day-to-day basis*
- *Ways to coach employees back to high performance*

This course is taught by Lt. Jason Meier (Novi Police Dept.) who is also an attorney licensed to practice law in Michigan. Attendees will greatly benefit from Lt. Meier's experience in law enforcement and the legal field as they gain a better understanding of their supervisory responsibilities and how to reduce liability for themselves and their agency. Attendees are NOT required to have taken MACNLOW's Police Supervision or Advanced Supervision courses prior to attending this course.

The cost is \$375 per person; the course is registered with MCOLES and is eligible for 302 funds. Agencies insured by MMRMA should also check with their agent regarding possible partial reimbursement as well. Class runs from 8 am to 5 pm both days with an hour for lunch.

January 19, 2021

Staying on Top of Your Profession (New Course!)

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).

January 25, 2021
- January 29, 2021

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. The cost is \$699 per person. (SNC approved: MNA201303A; meets Module I requirements)

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February 1, 2021
- February 5, 2021

Advanced 40-Hour Dispatch School Virtual Classroom

08:00 AM - 05:00 PM EST

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February 16, 2021

Active Shooter Incidents for Dispatch

Virtual Classroom with Live Instruction

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).

February 25, 2021

Inmate Classification Training
Virtual Classroom with Live Instruction

08:00 AM - 05:00 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 is \$195 per person. The instructor for this course will be Lt. Robert Earle, Ingham County Sheriff's Office.

March 10, 2021

Staying on Top of Your Profession (New Course!)

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

SECOND SESSION ADDED DUE TO DEMAND! 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:

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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).