

Calendar of Events

kkemp@macnlow.com

October 18, 2021
- October 22, 2021

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

08:00 AM - 05:00 PM EST

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.

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

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

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

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

The cost for the full week course is \$699 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 517-925-1434 or register@macnlow.com for assistance.

October 18, 2021
- October 18, 2021

911 Dispatch Liability
Kalamazoo County Consolidated Dispatch
7040 Stadium Drive
Kalamazoo, MI

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.

October 19, 2021
- October 19, 2021

Homeland Security for Telecommunicators
Kalamazoo County Consolidated Dispatch Authority
7040 Stadium Drive
Kalamazoo, MI 49009

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; MNA 201407A

October 20, 2021
- October 20, 2021

Handling Domestic Violence Calls
Kalamazoo County Consoidated Dispatch
7040 Stadium Drive
Kalamazoo, MI

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.

October 21, 2021
- October 21, 2021

Suicide Calls: Helping the Caller & the Telecommunicator
Kalamazoo County Consolidated Dispatch
7040 Stadium Drive
Kalamazoo, MI

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.

October 22, 2021
- October 22, 2021

Stress Management
Kalamazoo County Consolidated Dispatch
7040 Stadium Drive
Kalamazoo, MI

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.

October 29, 2021
- October 29, 2021

Suicide Calls: Helping the Caller & the Telecommunicator
Macomb County Sheriff's Office
43565 Elizabeth Rd
Mt. Clemens, MI 48043

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.

November 8, 2021
- November 8, 2021

Handling Calls Regarding Missing and Exploited Children (New Course!)

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

NEW COURSE! This course is designed to provide information and tools for the telecommunicator to quickly gather information when dealing with a missing or exploited child. Portions of the course also cover the various forms of child sex trafficking and indicators that can create opportunities for telecommunicators in the prevention, identification and response. This is an excellent learning environment to examine best practices for dispatch centers to follow when receiving calls pertaining to the most vulnerable among us.

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

Define missing/endangered/exploited children

List types of missing children

Discuss missing and exploited children statistics

Know what information to obtain when processing a missing child call

Determine the NCIC categories for missing children

Discuss the Amber Alert system

List Child Sexual Exploitation Classifications

Discuss Child Sex Trafficking

Understand Autism & Wandering

The cost is \$275 per person. The class is SNC approved (MNA2021-1766).

November 9, 2021
- November 9, 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).

November 29, 2021
- December 3, 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!*

December 1, 2021
- December 3, 2021

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

Hosted by Allegan County Central Dispatch

Allegan County Sheriff's Office

Allegan, MI

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.

December 2, 2021
- December 3, 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 \$395 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.

December 6, 2021
- December 10, 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

The cost for the full week course is \$699 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 517-925-1434 or register@macnlow.com for assistance.

December 6, 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.

December 6, 2021
- December 8, 2021

Advanced Supervision

Ingham County Animal Control & Shelter

600 Buhl Street

Mason, MI 48854

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

January 19, 2022
- January 21, 2022

Police Supervision (law enforcement) aka Achieving Supervisory Excellence (dispatch)
Ingham County Animal Control & Shelter
600 Buhl Street
Mason, MI 48854

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.

January 24, 2022
- January 28, 2022

Basic 40-Hour Dispatch School
Eaton County Central Dispatch
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 \$699 per person. (SNC approved: MNA201303A; 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!

February 23, 2022
- February 25, 2022

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

Imlay City Police Department

Class to be held at the Eastern Michigan Fairgrounds

Imlay City, MI 48444

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:

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October 21, 2021

The Opioid Crisis and Dispatch (New 4-Hour Course!)

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 year, 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 8 am to noon; the cost is \$150 per person and the course is SNC approved (MNA 2021-1587).

October 25, 2021
- October 29, 2021

Advanced 40-Hour Dispatch School
Macomb County Sheriff's Office
43565 Elizabeth Rd
Mt. Clemens, MI 48043

08:00 AM - 05:00 PM EST

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