

Calendar of Events

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 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 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 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).

January 13, 2025
- January 17, 2025

Basic 40-Hour Dispatch School
Isabella County Central Dispatch
2010 E Preston St
Mt Pleasant, MI 48858

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)

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February 3, 2025
- February 7, 2025

Advanced 40-Hour Dispatch School
Isabella County Central Dispatch
2010 E Preston St
Mt. Pleasant, MI 48858

08:00 AM - 05:00 PM EST

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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

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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.

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

01:00 PM - 05:00 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

December 2, 2024

Active Shooter Incidents for Dispatch

Northville Township Police Department

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 6, 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).

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 8 am to noon. 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*

Inmate Classification
Courtyard by Marriott - Mt. Pleasant
2400 E Campus Dr
Mt Pleasant, MI 48858

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, is also the Jail Administrator for Ingham County's 42-bed correctional facility. 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.