

## Calendar of Events

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August 22, 2022  
- August 26, 2022

### **Basic 40-Hour Dispatch School**

**Hosted by MSP-Negaunee Regional Communications Center  
Northern Michigan University  
Marquette, MI 49855**

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!*

September 14, 2022

**Inmate Classification**  
**Ingham County Animal Control**  
**600 Buhl Street**  
**Mason, MI 48854**

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.*

September 21, 2022  
- September 21, 2022

**Negotiations for Dispatch (8 am to noon)**

**Kalamazoo County Consolidated Dispatch**

**7040 Stadium Drive**

**Kalamazoo, MI 49009**

08:00 AM - 12:00 PM EST

*This course will introduce telecommunicators to crisis negotiations and the roles and responsibilities of the Tactical Dispatcher. The course covers different phases of the negotiation process as well as specific strategies and techniques that may be used to resolve the crisis. The course will build upon the skills already possessed by the telecommunicator and will provide tools and techniques needed to assist the Hostage Negotiations team.*

*Upon completion of this course, the participant will be able to:*

- *Describe crisis negotiations*
- *Define the roles and responsibilities with the Dispatch Center*
- *Better understand crisis intervention and management*
- *Deploy crisis communication skills*
- *Work with law enforcement negotiators*
- *Be familiar with the FBI's Behavioral Stairway Model*
- *Communicate with a hostage taker*

*This is an SNC approved course (MNA201905B) that is four hours in length and will run from 8 am to noon. The cost is \$150 per person.*

September 21, 2022

**Incident Debriefing (1 pm to 5 pm)**

**Kalamazoo County Consolidated Dispatch**

**7040 Stadium Drive**

**Kalamazoo, MI 49009**

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 1 pm to 5 pm. The cost is \$150 per person.*

September 22, 2022

**Delivering Exemplary Customer Service**

**Virtual Classroom with Live Instruction**

08:00 AM - 05:00 PM EST

*This course is designed to provide information regarding the importance of providing exemplary customer service within the dispatch center. The course will examine best practices for dispatch centers to enhance their skills to provide a positive interaction with the communities and agencies we serve. Course objectives include:*

*Discuss how to effectively help the people you serve*

*Learn to reframe your communication for better results*

*Explore Caller Focused Service 101*

*List the 4 C's of Caller Focused Service*

*Discuss handling negativity*

*Learn the 7 Characteristics of the "Best of the Best" in Customer Service*

*Understand the role of optimism and resiliency*

*Identify the keys to Exemplary Customer Service*

*Examine and enhance your Cooperation Techniques*

*The cost is \$275 per person and the course is SNC approved (MNA2022-2447).*

September 26, 2022  
- September 30, 2022

## **Advanced 40-Hour Dispatch School**

**Mason Oceana 911**

**9160 N Oceana Drive**

**Pentwater, MI 49449**

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 \$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.*

### **HANDLING DOMESTIC VIOLENCE CALLS**

*This course focuses on helping telecommunicators learn innovative ways to capture information, frame effective questions, the psychological dynamics of domestic violence, and methods to enhance safety of the responding officers. SNC approved with Module II(a) endorsement; MNA200608E*

### **SUICIDE CALLS: HELPING THE CALLER & THE TELECOMMUNICATOR**

*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*

### **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*

### **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; MNA2022-2930*

### **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 telecommunicators and supervisors. SNC approved with Module II (c) endorsement; MNA2022-2929*

*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.

September 26, 2022

**Handling Domestic Violence Calls**

**Mason-Oceana 911**

**9160 N Oceana Dr**

**Pentwater, MI 49449**

08:00 AM - 05:00 PM EST

*This course focuses on helping telecommunicators understand the psychological dynamics of domestic violence and learn innovative ways to capture information, frame effective questions, and methods to enhance safety of the responding officers.*

*SNC approved with Module II(a) endorsement; MNA2022-2927. The cost for this one-day course is \$275 per person.*

September 28, 2022

**Homeland Security for Telecommunicators**

**Mason-Oceana 911**

**9160 N Oceana Dr**

**Pentwater, MI 49449**

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*

**Professional Policing  
Hampton Inn  
First Floor - Main Conference Room  
Lansing, MI 48917**

08:00 AM - 04:30 PM EST

*Policing in America is complicated and we, as a profession, have been tasked to do it better than ever before. We are up to that task. This course teaches time-tested practices you can use to ensure your success as a professional. The legitimacy of the individual officer and organization come from the contacts the officer has on a daily basis. The way you*

- *Look*
- *Act and*
- *Communicate all matter!*

*This class is an opportunity to look in the mirror and learn how to do better, be better and exemplify professional policing each and every day. At MACNLOW, we believe learning and improvement are ongoing and continuous. This course will enable attendees to evaluate their own appearance, conduct, character and communication skills and how they are all intertwined in a complex and fluid relationship. The communities we serve demand more. Learn how to meet and exceed those expectations.*

*At the conclusion of this course, attendees will be able to:*

*Recognize their attitude, integrity, and pride in the profession and how these affect their ability to work successfully with the public;  
Identify "Moments of Truth" that set the tone for each interaction;  
Identify the five (5) ways the public evaluates police services;  
Practice using reflective listening skills in a critiqued classroom situation;  
Learn new ways to build citizen rapport; and,  
Develop positive non-verbal and vocal behaviors for dealing with citizens with an emphasis on verbal de-escalation as evidenced by their critiqued practicing of these skills in role play.*

*This course is registered with MCOLES and is eligible for 302 funds. The cost is \$275 per person.*

*Faculty for this course is Undersheriff Andrew Bouck (Ingham County Sheriff's Office) and co-owner of MACNLOW Associates. Andy regularly serves as a keynote speaker for a wide variety of law enforcement and community organizations and is MACNLOW's lead consultant for agency-wide and one-on-one consultations. With over 25 years of police experience and no use of force complaints, his communication skills have prevented or pre-empted many potentially violent conflicts. Prior to his career in law enforcement, Bouck was a Sergeant in the United States Marine Corps. Andy is a graduate of the 221st Session of the FBI National Academy. He received numerous awards from the East Lansing Police Department including two Bravery Awards and was honored as the City of East Lansing Customer Service Award winner in 2002. In addition, Bouck was the 2013 recipient of the Distinguished Service Medal from the Michigan Association of Chiefs of Police.*

September 29, 2022

**Stress Management**

**Mason-Oceana 911**

**9160 N Oceana Dr**

**Pentwater, MI 49449**

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 911 telecommunicator's career, both in terms of tasks and toxic people. The Thought Reframing and FIT/S/ACE approaches to handling stress are examined along with resources and individual approaches to minimizing, preventing and heading off stress.*

*SNC approved with Module II (d) endorsement; MNA2022-2930. The cost for this one-day course is \$275.*

September 30, 2022

**911 Dispatch Liability**

**Mason-Oceana 911**

**9160 N Oceana Dr**

**Pentwater, MI 49449**

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.*



October 3, 2022  
- October 7, 2022

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

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: 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!*

October 17, 2022  
- October 21, 2022

**Advanced 40-Hour Dispatch School**  
**Rockwood Police Department**  
**32409 Fort ROAD**  
**Rockwood, MI 48173**

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 \$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; 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 telecommunicators and supervisors. SNC approved with Module II (c) endorsement; MNA2022-2929*

**HANDLING DOMESTIC VIOLENCE CALLS**

*This course focuses on helping telecommunicators learn innovative ways to capture information, frame effective questions, the psychological dynamics of domestic violence, and methods to enhance safety of the responding officers. SNC approved with Module II(a) endorsement; MNA2022-2927*

**SUICIDE CALLS: HELPING THE CALLER & THE TELECOMMUNICATOR**

*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*

**STRESS MANAGEMENT**

*Attendees will complete a Stress Response Profile to analyze their individual stress levels with an emphasis on the challenges of a 911 telecommunicator's career, both in terms of tasks and toxic people. The Thought Reframing and FIT/S/ACE approaches to handling stress are examined along with resources and individual approaches to minimizing, preventing and heading off stress. SNC approved with Module II (d) endorsement; MNA2022-2930*

*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 517-410-0825 or register@macnlow.com for assistance.*

October 17, 2022

**Homeland Security for Telecommunicators**

**Rockwood Police Department**

**32409 Fort ROAD**

**Rockwood, MI 48173**

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*

October 18, 2022

**911 Dispatch Liability**

**Rockwood Police Department**

**32409 Fort ROAD**

**Rockwood, MI 48173**

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.*

October 19, 2022

**Handling Domestic Violence Calls**

**Rockwood Police Department**

**32409 Fort ROAD**

**Rockwood, MI 48173**

08:00 AM - 05:00 PM EST

*This course focuses on helping telecommunicators understand the psychological dynamics of domestic violence and learn innovative ways to capture information, frame effective questions, and methods to enhance safety of the responding officers.*

*SNC approved with Module II(a) endorsement; MNA2022-2927. The cost for this one-day course is \$275 per person.*

October 20, 2022  
- October 20, 2022

**Generational Differences**  
**Ingham County Animal Control**  
**600 Buhl Street**  
**Mason, MI 48854**

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.*

October 21, 2022

**Stress Management**  
**Rockwood Police Department**  
**32409 Fort ROAD**  
**Rockwood, MI 48173**

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 911 telecommunicator's career, both in terms of tasks and toxic people. The Thought Reframing and FIT/S/ACE approaches to handling stress are examined along with resources and individual approaches to minimizing, preventing and heading off stress.*

*SNC approved with Module II (d) endorsement; MNA2022-2930. The cost for this one-day course is \$275.*

October 24, 2022

**The Opioid Crisis and Dispatch (8 am to noon)**  
**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 two years, 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 24, 2022

## **Behaviors and Warning Signs of an Active Shooter**

**Virtual Classroom with live instruction**

01:00 PM - 05:00 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 1 pm to 5 pm; the cost is \$150 per person and the course is SNC approved (MNA 2021-2046).*

October 24, 2022  
- October 28, 2022

## **Advanced 40-Hour Dispatch School**

**Hosted by Michigan State Police - Negaunee Regional Communications Center**

**Northern Michigan University**

**Marquette, MI 49855**

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 \$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; 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*

### **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*

### **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 \$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 517-410-0825 or register@macnlow.com for assistance.*

October 25, 2022

## **Tactical Dispatching**

### **Virtual Classroom**

08:00 AM - 12:00 PM EST

*This four-hour course will serve as an introduction to Tactical Dispatching. Students will learn the roles and responsibilities of a Tactical Dispatcher and gain an understanding of the ICS and NIMS structure and systems. The primary objective of the course is to illustrate the importance of the Tactical Dispatcher's function within the command structure and provide tools to assist responders in a tactical environment. Upon completion of this course, the participant will be able to:*

*Understand the elements of a high-risk incident*

*Define core team responsibilities*

*Utilize dry erase boards and manage radio traffic*

*Participate in intelligence gathering*

*Outline the ICS & NIMS system*

*Be familiar with tactical equipment and tactical forms*

*Have knowledge of the skills needed in the tactical environment for dispatch*

*The cost is \$150 per person; SNC Approved (MNA 201905C). The class will run from 8 am to noon.*

November 7, 2022

**Active Shooter Incidents for Dispatch**  
**Eaton County OR Virtual Classroom with Live Instruction**  
**911 Courthouse Dri**  
**Charlotte, MI 48813**

08:00 AM - 05:00 PM EST

*This session of the course can be taken in person at Eaton County Central Dispatch, 911 Courthouse Drive, Charlotte, Michigan*

*OR*

*In our virtual classroom, featuring live instruction and interaction with the instructor and attendees who are in the traditional classroom in Eaton County.*

*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).*

November 8, 2022

**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 14, 2022  
- November 18, 2022

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

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 \$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; 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*

**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*

**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 \$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 517-410-0825 or register@macnlow.com for assistance.*

November 14, 2022

**Homeland Security for Telecommunicators**

**Kalamazoo County Consolidated Dispatch**

**7040 Stadium Dr**

**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; MNA2022-2931.*

November 15, 2022

**911 Dispatch Liability**

**Kalamazoo County Consolidated Dispatch**

**7040 Stadium Drive**

**Kalamazoo, MI 49009**

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; MNA2022-2929. The cost is \$275 per person.*

November 16, 2022

**Handling Domestic Violence Calls**

**Kalamazoo County Consolidated Dispatch**

**7040 Stadium Drive**

**Kalamazoo, MI 49009**

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.*

November 28, 2022  
- December 2, 2022

**Basic 40-Hour Dispatch School**  
**Eaton County Central Dispatch or Virtual Classroom**  
**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: 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 6, 2022

**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.*

December 7, 2022

**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 8, 2022

**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 14, 2022

**Delivering Exemplary Customer Service**  
**Eaton County Central Dispatch OR Virtual Classroom with Live Instruction**  
**911 Courthouse Drive**  
**Charlotte, MI 48813**

08:00 AM - 05:00 PM EST

*This course is designed to provide information regarding the importance of providing exemplary customer service within the dispatch center. The course will examine best practices for dispatch centers to enhance their skills to provide a positive interaction with the communities and agencies we serve. Course objectives include:*

*Discuss how to effectively help the people you serve  
Learn to reframe your communication for better results  
Explore Caller Focused Service 101  
List the 4 C's of Caller Focused Service  
Discuss handling negativity  
Learn the 7 Characteristics of the "Best of the Best" in Customer Service  
Understand the role of optimism and resiliency  
Identify the keys to Exemplary Customer Service  
Examine and enhance your Cooperation Techniques*

*The cost is \$275 per person and the course is SNC approved (MNA2022-2447).*

December 15, 2022

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

**Eaton County Central Dispatch OR Virtual Classroom with Live Instruction**

**911 Courthouse Dr**

**Charlotte, MI 48813**

08:00 AM - 05:00 PM EST

*This session of the course can be taken in person at Eaton County Central Dispatch, 911 Courthouse Drive, Charlotte, Michigan*

*OR*

*In our virtual classroom, featuring live instruction and interaction with the instructor and attendees who are in the traditional classroom in Eaton County.*

*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).*

August 24, 2022

**Active Shooter Incidents for Dispatch**  
**Virtual Classroom with Live Instruction OR Eaton County (In Person)**  
**911 Courthouse Drive**  
**Charlotte, MI 48813**

08:00 AM - 05:00 PM EST

*This session of the course can be taken in person at Eaton County Central Dispatch, 911 Courthouse Drive, Charlotte, Michigan*

*OR*

*In our virtual classroom, featuring live instruction and interaction with the instructor and attendees who are in the traditional classroom in Eaton County.*

*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).*

August 25, 2022

## **Psychology Behind School Shooters**

**Virtual Classroom with Live Instruction OR at Eaton County (In Person)**

**911 Courthouse Drive**

**Charlotte, MI 48813**

08:00 AM - 05:00 PM EST

*This session of the course can be taken in person at Eaton County Central Dispatch, 911 Courthouse Drive, Charlotte, Michigan*

**OR**

*In our virtual classroom, featuring live instruction and interaction with the instructor and attendees who are in the traditional classroom in Eaton County.*

*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).*

September 13, 2022

## **Handling Calls Regarding Missing and Exploited Children**

**Virtual Classroom with Live Instruction OR Eaton County Central Dispatch (In Person)**

**911 Courthouse Drive**

**Charlotte, MI 48813**

08:00 AM - 05:00 PM EST

*This session of the course can be taken in person at Eaton County Central Dispatch, 911 Courthouse Drive, Charlotte, Michigan*

**OR**

*In our virtual classroom, featuring live instruction and interaction with the instructor and attendees who are in the traditional classroom in Eaton County.*

*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).*



September 19, 2022  
- September 21, 2022

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

**Berrien County 911**

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 (MNA201408B).*

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

September 19, 2022  
- September 23, 2022

**Basic 40-Hour Dispatch School**  
**Gratiot County Central Dispatch**  
**St. Louis Police Dept.**  
**St. Louis, MI 48880**

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!*

September 26, 2022  
- September 28, 2022

**Police Supervision (law enforcement) aka Achieving Supervisory Excellence (dispatch)  
Wayne County Community College (Ray-Mix Training Room)**

**21000 Northline**

**Taylor, MI 48180**

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 (MNA201408B).*

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

September 27, 2022

**Suicide Calls: Helping the Caller & the Telecommunicator**

**Mason-Oceana 911**

**9160 N Oceana Dr**

**Pentwater, MI 49449**

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.*

October 12, 2022  
- October 14, 2022

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

**Marquette Police Department**

**Marquette City of Public Works Building**

**Marquette, MI 49855**

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 (MNA201408B).*

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

October 17, 2022  
- October 19, 2022

**Advanced Supervision**  
**Ingham County Animal Control & Shelter**  
**600 Buhl St**  
**Mason, MI 48854**

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 course. If you wish to take Advanced Supervision without the recommended prerequisite, please let us know when registering for the course.*

*The cost is \$395 per person; the course is registered with MCOLES for 302 funds and approved by the SNC for dispatch training funds (MNA201902A).*

October 20, 2022

**Suicide Calls: Helping the Caller & the Telecommunicator**  
**Rockwood Police Department**  
**32409 Fort ROAD**  
**Rockwood, MI 48173**

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.*

October 27, 2022  
- October 28, 2022

**Critical Supervisory Issues**  
**Ingham County Animal Control & Shelter**  
**600 Buhl St**  
**Mason, MI 48854**

08:00 AM - 05:00 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.*

November 17, 2022

**Suicide Calls: Helping the Caller & the Telecommunicator**  
**Kalamazoo County Consolidated Dispatch**  
**7040 Stadium Drive**  
**Kalamazoo, MI 49009**

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; MNA2022-2928. The cost is \$275 per person.*

November 18, 2022

**Stress Management**  
**Kalamazoo County Consolidated Dispatch**  
**7040 Stadium Drive**  
**Kalamazoo, MI 49009**

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.*

November 22, 2022

## **Introduction to Fire/EMS Dispatching: Part One**

### **Virtual Classroom**

08:00 AM - 12:00 PM EST

*This four-hour course is designed for telecommunicators who have or will have Fire/EMS dispatch responsibilities as part of their daily duties. Students will be taught concepts, terminology and challenges associated with Fire/EMS dispatching. The course will discuss work flow, different apparatus used, fireground operations, the different responsibilities of responders and the complexities of Fire/EMS dispatching. (SNC approved: MNA202003A)*

*At the conclusion of the course, attendees will:*

*Have an increased awareness of Fire/EMS services*

*Understand the differences of Fire/EMS dispatch versus Law Enforcement dispatch*

*Be able to identify basic fire apparatus and fire equipment*

*Have an increased understanding of basic fire terminology*

*Understand the techniques and importance of fire personnel accountability*

*Have knowledge of the types of fires and water sources*

*Be able to discuss Incident Command structure*

*Be able to recognize a Mayday and how dispatch should react*

*Be able to define EMS services*

*Know what EMD is*

*Be able to differentiate between sympathy and empathy*

*The cost is \$150 per person. SNC approved: MNA202003A*

December 5, 2022  
- December 9, 2022

**Advanced 40-Hour Dispatch School**  
**Eaton County Central Dispatch or Virtual Classroom with Live Instruction**  
**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 \$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.*

**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 \$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 517-410-0825 or register@macnlow.com for assistance.*



December 5, 2022

**Handling Domestic Violence Calls (Virtual or Traditional Classroom)  
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 9, 2022

**Stress Management (Virtual or Traditional Classroom)**

**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.*