

Calendar of Events

kkemp@macnlow.com

May 19, 2026

Curiosity: Ignite it for Personal and Professional Growth

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This course will transform your idea of curiosity! We will demonstrate how curiosity keeps you engaged on the job, prove how it fosters both professional and personal growth and highlight how curiosity plays a role in the dispatch environment. Examine the importance of innovative thinking, discuss how to develop and practice curiosity, review exercises to boost your curiosity and explore the benefits of having a “curious” mind...don't miss this opportunity to ignite your personal and professional growth! The cost is \$275 per person and the course is SNC approved (MNA2025-6109).

Course Objectives

Define Curiosity: What it is, some historical context and types

Understand how curiosity shows up in the dispatch environment

Analyze the relationship between curiosity and knowledge and understand how curiosity is the engine of growth

Discuss some traits of curious and non-curious people

Identify the Five Dimensions of Curiosity and the Four Types of Curious People within that framework

List the Big Five Benefits of Curiosity

Learn how to find more meaning at work and other benefits of curiosity in the workplace, including how those relate to dispatch

Explore how to develop your curiosity and how that translates to professional and personal growth

June 2, 2026

Establishing Command

Mt. Pleasant Police Department

804 E High St

Mt. Pleasant, MI 48858

08:00 AM - 04:30 PM EST

This course emphasizes the necessity of establishing command at every incident. The Incident Commander role is not defined by rank, but by the leadership required to manage the scene—regardless of who holds the title. From burglaries and armed robberies to active assailants and barricade/hostage situations, every response requires a clearly identified commander. Leadership opportunities often arise unexpectedly, and when they are not accepted, the entire team is impacted. Public safety is a team effort—we succeed or fail together.

This course will demonstrate how public safety professionals of any rank can establish command and coordinate an effective response. It will reinforce that early accountability of personnel and disciplined resource management are key predictors of incident outcomes. In mass casualty and active assailant events, stopping the threat is only the beginning. The critical work that follows—treating and transporting casualties, initiating the investigation, clearing structures, evacuating civilians, reunification, and managing crime scene protocols—can take hours, days, or even weeks.

Students across all ranks and disciplines will strengthen their effectiveness through a shared understanding of the Incident Command System (ICS), enabling a more unified and consistent response. This course is designed to narrow the gap between entry-level responders and the most experienced leaders by clearly defining what it means to command a scene.

This course is registered with MCOLES and is eligible for 302 funds and CPE credit and SNC approved for dispatch training funds (MNA2026-6275). The cost is \$295 per person.

June 2, 2026

**MAC Message: Autism Awareness for 911 Communication
Hybrid Course/Virtual Classroom**

Most have heard of “TED Talks” which were designed to share innovative ideas using the slogan “Ideas Worth Spreading” with an emphasis on Technology, Entertainment, and Design. MACNLOW will now be offering shorter training sessions (typically 2 hours in length) for public safety professionals called “MAC Messages,” with an emphasis on Mindset, Awareness, and Communication - three fundamentals that drive better decision-making, enhance public safety, and improve performance in every call and every contact.

This “MAC Message” provides 911 telecommunicators with practical tools to recognize when a caller or subject may be on the autism spectrum and respond with clarity, patience, and confidence. Participants will learn call-handling strategies to deal with autism-related communication challenges. Through scenario-based practice, they will learn how to adjust questions, gather essential safety information and support callers. This training emphasizes the importance of effective documentation and the dispatcher’s critical role in helping create safe outcomes.

This is an SNC approved course (MNA2026-6195) that is two hours in length and will run from 1 pm to 3 pm The cost is \$80 per person.

June 2, 2026

**MAC Message: Effective Dementia Communication for Dispatch
Hybrid Course/Virtual Classroom**

Most have heard of “TED Talks” which were designed to share innovative ideas using the slogan “Ideas Worth Spreading” with an emphasis on Technology, Entertainment, and Design. MACNLOW will now be offering shorter training sessions (typically 2 hours in length) for public safety professionals called “MAC Messages,” with an emphasis on Mindset, Awareness, and Communication - three fundamentals that drive better decision-making, enhance public safety, and improve performance in every call and every contact.

This MAC Message prepares 911 telecommunicators to safely and effectively handle dementia-related calls. Calls involving dementia—whether from the individual affected or a concerned caregiver—can be especially challenging due to impaired memory, judgment, perception, and communication. Callers may sound confused, repetitive, paranoid, or emotionally overwhelmed. Without proper training, these calls may be misinterpreted, increasing risk for callers and responders. Participants will learn to recognize dementia indicators over the phone, use calm and supportive communication strategies, gather critical information despite confusion, and support distressed family members and caregivers. Through real-world scenarios and dispatcher-focused techniques, this training emphasizes safety, empathy, and accuracy to improve outcomes for everyone involved.

This is an SNC approved course (MNA2026-6197) that is two hours in length and will run from 3 pm to 5 pm The cost is \$80 per person.

June 3, 2026

**MAC Message: This is Water/The Power of Choice in Dispatch
Virtual Classroom with Live Instruction (Hybrid Course)**

08:00 AM - 10:00 AM EST

Most have heard of "TED Talks" which were designed to share innovative ideas using the slogan "Ideas Worth Spreading" with an emphasis on Technology, Entertainment, and Design. MACNLOW will now be offering shorter training sessions (typically 2 hours in length) for public safety professionals called "MAC Messages," with an emphasis on Mindset, Awareness, and Communication - three fundamentals that drive better decision-making, enhance public safety, and improve performance in every call and every contact.

*This "MAC Message" brings David Foster Wallace's timeless wisdom into the dispatch center. It is a brief exploration of awareness, choice, and compassion in everyday life and how that relates to the unique challenges of dispatch. Inspired by David Foster Wallace's 2005 commencement address at Kenyon College and his book *This is Water*, we will examine the parable of the two young fish and reflect on how conscious choices shape our happiness, success, and resilience. We will uncover lessons that connect Wallace's insights to the realities of dispatch work.*

This is an SNC approved course (MNA2026-6194) that is two hours in length and will run from 1 pm to 3 pm. The cost is \$80 per person.

June 3, 2026

**MAC Message: Conflict Resolution
Virtual Classroom with Live Instruction (Hybrid Course)**

10:00 AM - 12:00 PM EST

Most have heard of "TED Talks" which were designed to share innovative ideas using the slogan "Ideas Worth Spreading" with an emphasis on Technology, Entertainment, and Design. MACNLOW will now be offering shorter training sessions (typically 2 hours in length) for public safety professionals called "MAC Messages," with an emphasis on Mindset, Awareness, and Communication - three fundamentals that drive better decision-making, enhance public safety, and improve performance in every call and every contact.

This "MAC Message" is designed to provide an overview on Conflict Resolution within the dispatch center. We will briefly explore some theories, methods and processes involved in facilitating the peaceful ending of conflict, as well as the benefits of effectively managing conflict resolution. A few approaches will be examined, including negotiation and mediation that are aimed at addressing the underlying issues that lead to disputes. Let us help you fine-tune your conflict resolution skills.

This is an SNC approved course (MNA2026-6196) that is two hours in length and will run from 3 pm to 5 pm. The cost is \$80 per person.

June 3, 2026

**MAC Message: Houses of Worship and the Active Shooter
Virtual Classroom with Live Instruction (Hybrid Course)**

01:00 PM - 03:00 PM EST

Most have heard of "TED Talks" which were designed to share innovative ideas using the slogan "Ideas Worth Spreading" with an emphasis on Technology, Entertainment, and Design. MACNLOW will now be offering shorter training sessions (typically 2 hours in length) for public safety professionals called "MAC Messages," with an emphasis on Mindset, Awareness, and Communication - three fundamentals that drive better decision-making, enhance public safety, and improve performance in every call and every contact.

This "MAC Message" is designed to briefly explore active violence incidents in houses of worship, including profiles and motivations of assailants. We will identify two distinct groups of mass shooters, address possible solutions to the problem, examine cases around the United States and compare the United States with the rest of the world. Finally, we discuss the role of dispatch in mass shootings, with an emphasis on those that happen in places of worship.

This is an SNC approved course (MNA2026-6198) that is two hours in length and will run from 1 pm to 3 pm. The cost is \$80 per person.

June 3, 2026

Professional Policing: Conduct, Character & Communication all matter!

Mt. Pleasant Police Department

804 E High St

Mt Pleasant, MI 48858

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 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 and CPE credit. The cost is \$275 per person.

June 8, 2026

Tactical Dispatching

Virtual Classroom with live instruction

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 (MNA2025-6070). The class will run from 1 pm to 5 pm.

June 8, 2026

Negotiations for Dispatch

Virtual Classroom with Live Instruction

01:00 PM - 05:00 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 within 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 (MNA2025-6071) that is four hours in length and will run from 1 to 5 pm. The cost is \$150 per person.

June 9, 2026

The Changing Face of the Active Shooter

Hybrid Course - Virtual Classroom with Live Instruction and Interaction

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.

This course is designed to examine the changing landscape of active shooter incidents. 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

Compare active shooters: past to present

Learn active shooter incident statistics

Explore the evolution of the response to an active shooter

Define the early profiles of an active shooter

List the five phases of an active shooter incident

Analyze different case studies of active shooter events

Understand the cascading impact of mass shootings

The cost is \$275 per person and the course is SNC approved (MNA2025-6118).

June 10, 2026

Strange but True Stories from the Dispatch Center: A Call-Handling Workshop

Virtual Classroom with Live Instruction

08:00 AM - 12:00 PM EST

A submerged vehicle, an exotic animal on the loose in your community, a farm accident...do you know what questions to ask and how to quickly deploy needed resources? This course is designed to provide you with a foundation of knowledge to help you confidently handle uncommon or rare call types. Through real-world examples, we'll explore how a variety of unusual calls were managed, evaluate the decision-making processes, and identify additional questions that could have been asked. After reviewing and analyzing select call scenarios, you'll engage in dynamic group exercises that challenge you to apply critical thinking skills and develop action plans. You'll learn to be better able to respond to targeted questions addressing the impact of the call, utilize appropriate communication strategies, standard operating procedures, available resources, and avoid potential pitfalls.

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 (MNA2025-6069).

June 10, 2026

Social Media and the Mass Shooter

Virtual Classroom with live instruction and interaction

01:00 PM - 05:00 PM EST

This four-hour course examines the ways social media has been used by mass shooters. We investigate several shooters and analyze their use of social media to help us identify seven consistent themes surrounding a mass shooter's social media posts. We discuss the responsibility of social media companies as well as what others can do, including law enforcement, dispatch, and the general public, in potentially recognizing and mitigating a mass shooter/mass shooting. Finally, we explore some effects of social media on mental health and empathy. Course objectives include:

Define "mass shooting"

List social media sites typically used by mass shooters

Discuss why mass shooters post to social media

Learn the seven (7) primary themes in social media timelines

Analyze case studies of mass shooters and their use of social media

Explore the responsibilities of social media companies and what others can do, including law enforcement, dispatch, and the general public

Understand the effects of social media on mental health and empathy

This is a half day (four hour) course that will run from 8 am to 12 pm; the cost is \$150 per person and the course is SNC approved (MNA2025-6115).

August 24, 2026
- August 28, 2026

Advanced 40-Hour Dispatch School

Mason-Oceana 911

9160 N Oceana Dr

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 \$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

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

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

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.

September 14, 2026
- September 18, 2026

Advanced 40-Hour Dispatch School
Genesee County 911
2050 S Linden Rd
Flint, MI 48532

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

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

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

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.

September 21, 2026

Professional Policing: Conduct, Character & Communication all matter!

Northern Michigan University

Jacobetti Complex

Marquette, MI 49855

08:00 AM - 05:00 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 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 and CPE credit. The cost is \$275 per person.

September 22, 2026

Leadership and Coaching

Northern Michigan University - Public Safety Institute

Jacobetti Complex

Marquette, MI 49855

08:00 AM - 05:00 PM EST

This course is designed to provide an overview of the fundamentals of what makes a good leader from a public safety perspective, but this is NOT a theory course. Your time in the classroom will be spent on instruction, interactive discussions, and practical application of:

Understanding personal and positional power

Planning for success, for yourself and those you supervise

Setting expectations and holding employees accountable

Analyzing and resolving performance problems

Values, traits, and characteristics that help leaders earn the respect, confidence, and cooperation of those they serve

Learning coaching skills to resolve performance problems

Practicing coaching skills in the classroom using realistic scenarios encountered in public safety

With small group exercises and many examples tailored to the attendee's profession, this class can be taken by law enforcement, dispatch, 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).

September 23, 2026

Establishing Command

Northern Michigan University - Public Safety Institute

Jacobetti Complex

Marquette, MI 49855

08:00 AM - 04:30 PM EST

This course emphasizes the necessity of establishing command at every incident. The Incident Commander role is not defined by rank, but by the leadership required to manage the scene—regardless of who holds the title. From burglaries and armed robberies to active assailants and barricade/hostage situations, every response requires a clearly identified commander. Leadership opportunities often arise unexpectedly, and when they are not accepted, the entire team is impacted. Public safety is a team effort—we succeed or fail together.

This course will demonstrate how public safety professionals of any rank can establish command and coordinate an effective response. It will reinforce that early accountability of personnel and disciplined resource management are key predictors of incident outcomes. In mass casualty and active assailant events, stopping the threat is only the beginning. The critical work that follows—treating and transporting casualties, initiating the investigation, clearing structures, evacuating civilians, reunification, and managing crime scene protocols—can take hours, days, or even weeks.

Students across all ranks and disciplines will strengthen their effectiveness through a shared understanding of the Incident Command System (ICS), enabling a more unified and consistent response. This course is designed to narrow the gap between entry-level responders and the most experienced leaders by clearly defining what it means to command a scene.

This course is registered with MCOLES and is eligible for 302 funds and CPE credit and SNC approved for dispatch training funds (MNA2026-6275). The cost is \$295 per person.

September 29, 2026
- October 2, 2026

Communications Training Officer (CTO) Program
Kalamazoo County Consolidated Dispatch
7040 Stadium Drive
Kalamazoo, MI 49009
08:00 AM - 05:00 PM EST
SNC approved MNA2025-5356; \$995 per person

MACNLOW Associates and The Cardinal Group 2 have partnered to create a Communication Training Officer (CTO) Program featuring four days of comprehensive training designed to equip new and established CTOs with the essential knowledge, skills, and strategies to excel in their roles. This program is adaptable and can be integrated with various CTO program designs. Throughout this program, we will delve into the multifaceted aspects of a CTO's responsibilities, covering multiple topics tailored to your professional development.

Well-qualified Communication Training Officers are vital to the success of any PSAP by providing the knowledge and skills to train effectively and mentor recruits in the high-pressure environment of a 911 communications center. Recognizing that effective training is not a one-size-fits-all endeavor, this program emphasizes the importance of accommodating diverse learning styles to create an inclusive and engaging learning environment where all learners can thrive. We emphasize core components of effective coaching, including individualized support, skill enhancement, confidence building, problem-solving encouragement, fostering a growth mindset, and much more.

The success of 911 operations starts and ends with the people who work in the dispatch center. Our course delves deep into all aspects of a CTO and CTO program and breaks down the evaluation process into key components, including duties, tasks, and behavioral indicators. We highlight the importance of clear and measurable criteria in the evaluation process, advocating for the use of rubrics to promote consistency and fairness; explore the impact of expectations on both positive and negative trainee performance and emphasize the need for CTOs to set realistic and achievable standards. Upon completion of the CTO program, course participants should have a deeper understanding of the evaluation process, its potential pitfalls, and strategies for conducting fair, objective, and constructive assessments of trainee performance, ultimately leading to better training and retention of employees and improving the overall operations of a PSAP.

October 19, 2026
- October 23, 2026

Advanced 40-Hour Dispatch School
Grand Traverse County Central Dispatch
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

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

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

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.

October 26, 2026
- October 30, 2026

Advanced 40-Hour Dispatch School
Kalamazoo County Consolidated Dispatch or Virtual Classroom
7040 Stadium Drive
Kalamazoo or Hybrid/Virtual, MI 49009

08:00 AM - 05:00 PM EST

MACNLOW's Advanced 40-Hour Dispatch School enables attendees to meet all SNC Module II requirements (MNA2022-2926 traditional classroom or MNA2025-6108 virtual classroom/hybrid course) 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 traditional classroom or MNA2025-6074 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6078 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6073 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6079 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6077 virtual classroom/hybrid course

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 16, 2026
- November 20, 2026

Basic 40-Hour Dispatch School
Eaton County Central Dispatch OR Virtual Classroom
911 Courthouse Drive
Charlotte or Hybrid/Virtual, 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 traditional classroom or MNA2025-6065 virtual classroom/hybrid course; 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!

November 16, 2026
- November 18, 2026

Police Supervision (law enforcement) aka Achieving Supervisory Excellence (dispatch, others)
Big Rapids Department of Public Safety
435 N Michigan Ave
Big Rapids, MI 49307

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. The course is open to anyone employed in public safety, court administration, and related professions. 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 and we welcome attendees from any profession. This course is registered with MCOLES and is eligible for 302 funds as well as SNC approved for dispatch training funds (MNA2022-3166). Agencies insured by MMRMA should also check with their agent on partial reimbursement for qualifying courses.

December 1, 2026
- December 3, 2026

Advanced Supervision
Big Rapids Department of Public Safety
435 N Michigan Ave
Big Rapids, MI 49307

08:00 AM - 05:00 PM EST

Designed to equip supervisors with the tools to effectively manage difficult or under-performing employees, empower team members, navigate supervisory ethics, solve problems, and coordinate/manage special projects, tasks or events, participants will further develop leadership skills to be better equipped to handle complex supervisory challenges while promoting a positive and productive work environment. The course focuses on the following areas:

Developing long-term strategies for addressing and improving the performance of difficult employees

Empowering staff to become high performers and take ownership of their work, skills, behaviors and communication

Fostering ethical behavior and decision-making in the workplace

Setting and achieving performance goals for both personal growth and team development

Solving unique challenges specific to police, dispatch, fire, court, and corrections environments

Effectively planning, managing, and executing 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.

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 7, 2026
- December 11, 2026

Advanced 40-Hour Dispatch School
Eaton County Central Dispatch or Hybrid/Virtual Classroom
911 Courthouse Drive
Charlotte or Hybrid/Virtual, 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 traditional classroom or MNA2025-6108 virtual classroom/hybrid course) 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 traditional classroom or MNA2025-6074 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6078 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6077 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6073 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6079 virtual classroom/hybrid course

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.

Inmate Classification
Ingham County Animal Control & Shelter
600 Buhl St
Mason, MI 48854

08:00 AM - 04:30 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 \$275 per person. The instructor will be Captain Robert Earle, Ingham County Sheriff's Office (Ret.).

MACNLOW Faculty: Captain Robert Earle (Ret.), recently retired from the Ingham County Sheriff's Office where he was also the Jail Administrator in charge of Ingham County's 429-bed correctional facility. He is a graduate of Michigan State University. Captain Earle 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 served as Housing Officer, Work Release Coordinator, Corrections Training Officer, Corrections Hostage Negotiation Team Member, Booking Officer and Classification Officer. He was a liaison to the 30th Circuit Court's Mental Health Court and worked on several inmate initiatives, including an Ingham County program to reduce opioid overdose deaths. Captain Earle was also the Commander of the 19-member regional Capitol Area Dive Team (CADT) and Underwater Search and Recovery Unit. He was 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.

May 28, 2026

Staying Safe within the Walls
Ingham County Animal Control & Shelter
600 Buhl St
Mason, MI 48854

08:00 AM - 04:30 PM EST

This class will explore the many dangerous situations corrections officers find themselves when they work within the walls of a correctional facility. The class will cover tactical situations, inmate behavior and interactions with the inmate population. Students will understand the importance of documentation and staying away from pitfalls that can get themselves and their agencies in trouble. Also covered will be the professional relationships with co-workers, supervisors, support staff and those that visit inmates in the jail. Understanding the viewpoint of our criminal justice partners will foster better outcomes for agencies, inmates and the public we serve. Student will have in-depth discussions on 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. Other topics covered include: jail funnel, special relationships, downing a duck, duty to intervene, conduct and interactions with co-workers, the role of the supervisor, and off-duty conduct.

The cost for this course is \$275 per person. The instructor will be Captain Robert Earle, Ingham County Sheriff's Office (Ret.).

Target audience: All staff assigned to safety & security of the correctional facility

MACNLOW Faculty: Captain Robert Earle (Ret.), recently retired from the Ingham County Sheriff's Office where he was the Jail Administrator in charge of Ingham County's 429-bed correctional facility. He is a graduate of Michigan State University. Captain Earle 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 served as Housing Officer, Work Release Coordinator, Corrections Training Officer, Corrections Hostage Negotiation Team Member, Booking Officer and Classification Officer. He was a liaison to the 30th Circuit Court's Mental Health Court and worked on several inmate initiatives, including an Ingham County program to reduce opioid overdose deaths. Captain Earle was the Commander of the 19-member regional Capitol Area Dive Team (CADT) and Underwater Search and Recovery Unit. He was 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.

June 1, 2026
- June 5, 2026

Advanced 40-Hour Dispatch School
Virtual Classroom with Live Instruction OR at Eaton County Central Dispatch (In Person)
911 Courthouse Drive
Charlotte or Hybrid/Virtual, 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 traditional classroom or MNA2025-6108 virtual classroom/hybrid course) 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 traditional classroom or MNA2025-6074 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6078 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6077 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6073 virtual classroom/hybrid course

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 traditional classroom or MNA2025-6079 virtual classroom/hybrid course

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.

September 10, 2026
- September 11, 2026

**Operation Northern Exposure 2026: A Public Safety Executive Leadership Retreat
Odawa Hotel & Casino Resort**

**1760 Lears Road
Petoskey, MI 49770**

08:00 AM - 05:00 PM EST

Back by popular demand! Join us on September 10-11, 2026, in Petoskey, Michigan, for Operation Northern Exposure, a public safety executive leadership retreat brought to you by MACNLOW Associates in partnership with Command Presence. The purpose of the forum is to shine light on the important issues of individual and organization culture, leadership, and communication for public safety professionals. Space is limited to 60 persons. The registration fee is \$995 per person and includes breakfast and lunch on both days. Hotel accommodations are separate and discounted rates starting at \$129 per night are available at Odawa Hotel & Casino.

More information and registration will be available in mid-April 2026. SAVE THE DATES!

September 21, 2026
- September 25, 2026

**Basic 40-Hour Dispatch School
Kalamazoo County Consolidated Dispatch or Virtual Classroom**

**7040 Stadium Drive
Kalamazoo or Hybrid/Virtual, 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 \$750 per person. (SNC approved: MNA2022-2466 traditional classroom or MNA2025-6065 virtual classroom/hybrid course; 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!*