

Calendar of Events

July 12, 2021
- July 16, 2021

Basic 40-Hour Dispatch School

Kent County Sheriff's Office

701 Ball Ave NE

Grand Rapids, MI 49503

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!

August 23, 2021
- August 27, 2021

Basic 40-Hour Dispatch School
Virtual Classroom

08:00 AM - 05:00 PM EST

This course will utilize a virtual classroom with LIVE instruction and an interactive virtual classroom with two-way audio and video interaction amongst participants and the instructor(s). This is a great way to participate in a MACNLOW course while avoiding travel and travel-related expenses as well as maintaining the health and safety of students and instructors. The cost is \$699 per person. (SNC approved: MNA201303A; meets Module I requirements)

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