

Calendar of Events

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October 20, 2025
- October 22, 2025

Police Supervision (law enforcement) aka Achieving Supervisory Excellence (dispatch, others) **Kalamazoo County Consolidated Dispatch Authority**

7040 Stadium Drive

Kalamazoo, MI 48854

08:00 AM - 05:00 PM EST

Police Supervision (aka Achieving Supervisory Excellence) is a three-day course designed specifically for first-line supervisors who direct, motivate, lead, appraise and discipline others. 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.

October 23, 2025

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).

October 24, 2025

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 (MNA2024-5079).*

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*

November 3, 2025
- November 7, 2025

Basic 40-Hour Dispatch School
Huron Township Police Department
36500 S. Huron Rd.
New Boston, MI 48164

08:00 AM - 05:00 PM EST

MACNLOW's Basic 40-Hour Dispatch School utilizes a unique and practical combination of lecture, personal assessment, small group exercises, skill-building exercises, and role play to cement learning. Our instructors for this course are all highly-qualified, experienced dispatchers or dispatch supervisors. The cost is \$750 per person. (SNC approved: MNA2022-2466; meets Module I requirements)

Day One: Welcome to Dispatch

Duties and Responsibilities, Dispatcher Roles, Technology, Integrity and Responsibility

Day Two: Professional Interpersonal Communications

DiSC Behavioral Profile, Listening Techniques, Call Control Skills, Stress Handling Techniques

Day 3: Radio Communications

Police/Fire/EMS calls, Emergency v Non-Emergency calls, Interoperability, Incident Command

Day 4: Call Intake and Call Handling

Key Questions - the 6 Ws, Call Sequencing and Clarifying, Over-Rating or Under-Rating the Call, Caller Empathy, Handling Different Types of Calls

Day 5: Skill Building, Client Services, and Telephone Etiquette

Skill building using all techniques and information from the week; serving the public, dispatch, law enforcement, fire and EMS; doing the job well and politely, making all of us look good!

November 17, 2025
- November 21, 2025

Basic 40-Hour Dispatch School

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

911 Courthouse Drive

Charlotte, MI 48813

08:00 AM - 05:00 PM EST

MACNLOW's Basic 40-Hour Dispatch School utilizes a unique and practical combination of lecture, personal assessment, small group exercises, skill-building exercises, and role play to cement learning. Our instructors for this course are all highly-qualified, experienced dispatchers or dispatch supervisors. The cost is \$750 per person. (SNC approved: MNA2022-2466; meets Module I requirements).

Day One: Welcome to Dispatch

Duties and Responsibilities, Dispatcher Roles, Technology, Integrity and Responsibility

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Active Shooter Incidents for Dispatch

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This session of the course will be held in our virtual classroom featuring live instruction and interaction with the instructor and other attendees.

Active shooter incidents are dynamic situations that pose many unique challenges for public safety communications. These situations require an enormous response from law enforcement, fire, EMS, various support entities and communication centers. As with any other type of emergency situation, the telecommunicator plays a vital role in the response to an active shoot incident.

This course will provide case studies about several high-profile active shooter incidents, the issues and challenges posed by an active shooter incident and what role the telecommunicator plays in mitigating the damage. Upon completion of this course, the participant will be able to:

Define an Active Violence Incident (AVI) and its different phases;

Describe the key issues and challenges of an AVI;

Define the roles and responsibilities of the telecommunicators in an AVI situation; and,

Describe how to manage the consequences of an active shooter incident.

The cost is \$275 per person and the course is SNC approved (MNA 201808A).

**Grit & the Value of Critical Thinking: Common Sense & Emotional Intelligence in the Dispatch
Virtual Classroom with Live Instruction**

08:00 AM - 05:00 PM EST

This course will be held in our virtual classroom featuring LIVE instruction and interaction with the instructor and other course attendees.

This course is designed to provide information on grit and the power and success of “gritty” people within the dispatch environment. We will define and explore critical thinking and discuss critical thinking skills, problem solving, decision-making skills and attitude as it relates to work inside the dispatch center. The course will examine best practices for dispatchers to follow when faced with difficult situations and people that require critical thinking skills, problem solving practices, common sense, emotional intelligence and the importance of a positive attitude.

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

Define Grit

Learn how Grit relates to dispatch

Explore your “Grit” factor with the Grit Quiz

Define critical thinking

List five definable critical thinking skills

Identify benefits of critical thinking skills and ways to improve them

Compare “Automatic” and “Manual” thinking

Discuss how to stay positive on the dispatch floor and improve your decision-making process

Learn how common sense and emotional intelligence can help you do the job well

Define implicit bias

Explore common cognitive biases

Identify ways to deal with difficult people

The cost is \$275 per person and the course is SNC approved (MNA2023-3874).

November 21, 2025

Psychology Behind School Shooters

Isabella County Central Dispatch

2010 E Preston

Mt Pleasant, MI 48858

08:00 AM - 05:00 PM EST

While we all hope that a school shooting incident will not take place in our jurisdiction, sadly, we know that no community is exempt from violence. We must continue to do all we can to be prepared when it does happen. This course provides an intense look at the psychology behind a school shooter with a focus on ways in which a school shooting might be prevented, but ultimately to mitigate injuries and/or loss of life by being prepared and educated should the worst-case scenario take place.

Performance Objectives

Review studies involving school shootings

Discuss myths about school shootings/shooters

Define and discuss what constitutes a threat

Identify the 3 main types of school shooters

Review 10 school shootings and identify the type of shooters in each incident

Look at why some become school shooters and others do not

Learn the Five Stages of an Active Shooter

Review Crisis Averted – examine instances where a potential school shooter was

caught prior to the attack and what led to that intervention

Examine 5 Tips for Dispatchers during a School Shooting

The cost is \$275 per person and the course is SNC approved (MNA2021-2246).

November 24, 2025

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

November 25, 2025

Evolution of the Response to Active Shooters

Virtual Classroom with live instruction and interaction

01:00 PM - 05:00 PM EST

This four-hour course highlights the changes in the response to active shooters through the years. We will examine the historical responses to several high-profile active violence events and explore the changing thinking about the response to modern day shootings. An emphasis is placed on the role that dispatch plays in this ever-changing landscape and how multi-discipline training can benefit everyone involved within the framework of the new response tactics.

This is a half day (four hour) course that will run from 1 pm to 5 pm in our virtual classroom featuring LIVE instruction and interaction with the instructor and other course attendees. The cost is \$150 per person and the course is SNC approved (MNA 2024-5061).

December 3, 2025

- December 5, 2025

Advanced Supervision

Kalamazoo County Consolidated Dispatch

7040 Stadium Drive

Kalamazoo, MI 49009

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 10, 2025

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).

December 11, 2025

Getting Along with (Almost!) Anyone

Virtual Classroom with Live Instruction

08:00 AM - 12:00 PM EST

This course is designed to provide tools to help you better manage conflicts. We will explore how to use conflict types, personality types, triggers, active listening skills and other tools as vehicles to guide organizational, family and team unity. By learning your conflict style and the styles of others, you will gain skills to foster stronger communication, prevent (or more wisely navigate) conflict, and nurture more meaningful relationships, both personally and professionally. This course may help you climb the ladder, break through a glass ceiling, succeed as a leader, or simply get along better with your co-workers, friends, and family.

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 (MNA2025-5571).

December 12, 2025

Staying on Top of Your Profession

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This course is designed to keep experienced telecommunicators abreast of best practices and call handling techniques in difficult suicide calls and volatile domestic violence calls, examine cultural diversity and how bias may affect their job performance, discuss ways in which they can reduce mistakes and liability on the job, and motivate them to improve personal health, performance and teamwork in the dispatch center.

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

Discuss ways in which complacency can cause problems in the 911 profession;

Review call handling techniques in domestic violence calls which can assist in improving officer safety and decreasing liability;

Be familiar with how to isolate emotions and strength identifiers with suicidal callers;

Understand how stereotypes, prejudices and bias can interfere with job performance and interactions with co-workers and the public;

Discuss what increases liability in the dispatch center and what can be done to minimize vulnerability to liability and litigation; and,

Discuss what each employee can do to improve performance, teamwork and morale in the dispatch center.

The cost is \$275 per person and the course is SNC approved (MNA2020-1263).

October 15, 2025

Staying on Top of Your Profession

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This course is designed to keep experienced telecommunicators abreast of best practices and call handling techniques in difficult suicide calls and volatile domestic violence calls, examine cultural diversity and how bias may affect their job performance, discuss ways in which they can reduce mistakes and liability on the job, and motivate them to improve personal health, performance and teamwork in the dispatch center.

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

Discuss ways in which complacency can cause problems in the 911 profession;

Review call handling techniques in domestic violence calls which can assist in improving officer safety and decreasing liability;

Be familiar with how to isolate emotions and strength identifiers with suicidal callers;

Understand how stereotypes, prejudices and bias can interfere with job performance and interactions with co-workers and the public;

Discuss what increases liability in the dispatch center and what can be done to minimize vulnerability to liability and litigation; and,

Discuss what each employee can do to improve performance, teamwork and morale in the dispatch center.

The cost is \$275 per person and the course is SNC approved (MNA2020-1263).

October 16, 2025

Handling Calls Regarding Missing and Exploited Children

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

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

This course will be held in our virtual classroom, featuring live instruction and interaction with the instructor and other attendees. The cost is \$275 per person. SNC approved MNA2025-5570

Professional Policing: Conduct, Character & Communication all matter!

Zeeland Police Department

29 W Main Ave

Zeeland, MI 49464

08:00 AM - 04:30 PM EST

This course is registered with MCOLES and is eligible for 302 funds and CPE credit.

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.*

October 22, 2025

The Changing Face of the Active Shooter

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This session of the course is being offered in our virtual classroom featuring live instruction and interaction with the instructor.

This course is designed to examine the changing landscape of the Active Shooter. Through careful research, statistical information, and case studies this course will offer insight into the changing profile of the active shooter in America. We will delve into the behaviors, characteristics, and warning signs of an active shooter prior to an active shooter event. We will look at multiple case studies to attempt to understand the changing face of the active shooter and the law enforcement response to these acts of violence.

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

Explore the resources and studies used for this course.

Learn the history of the Active Shooter.

Compare Active Shooters: Past to Present.

Learn Active Shooter statistics.

Explore the evolution of the response to an Active Shooter.

Define the early profiles of an Active Shooter.

List the Five Phases of the Active Shooter.

Analyze different Case Studies of Active Shooter events.

Understand the cascading impact of mass shootings.

Discuss the Changing Face of the Active Shooter.

The cost is \$275 per person and the course is SNC approved (MNA2023-3875).

November 10, 2025
- November 13, 2025

Communications Training Officer (CTO) Program
Michigan State Police - Detroit Regional Communications Center
1060 W Fort St (MDOT Building)
Detroit, MI 48226
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.

November 24, 2025

The Opioid Crisis and Dispatch
Virtual Classroom with Live Instruction
08:00 AM - 12:00 PM EST

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. Following the COVID pandemic in 2020, the CDC reports opioid-involved overdose deaths rose to 81,806 in 2022!

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).

Behaviors & Warning Signs of an Active Shooter
Virtual Classroom with LIVE instruction and interaction
08:00 AM - 12:00 PM EST

This four-hour course is designed to offer insight into the behaviors, characteristics, and warning signs of an active shooter prior to an active shooter event. We will examine specific behaviors that may precede an attack and which of those behaviors dispatchers and law enforcement might find useful in identifying, assessing, and managing those who may perpetrate these acts of violence. The course objectives are to:

- Explore the 5 stages of an active shooter event*
- Look at statistics surrounding active shooters*
- Review active shooter demographics*
- Examine the planning and preparations of an active shooter event*
- Investigate stressors and their affect on an active shooter*
- Study pre-attack behaviors and communications*
- Identify suicidal ideation and attempts*
- Discuss what dispatchers can do to improve documentation, detection, research and identification of a potential active shooter*

This is a half day (four hour) course that will run from 8 am to noon in our virtual classroom featuring LIVE instruction and interaction with the instructor and other course attendees. The cost is \$150 per person and the course is SNC approved (MNA 2021-2046).

December 1, 2025
- December 5, 2025

Advanced 40-Hour Dispatch School

Virtual Classroom with Live Instruction OR at Eaton County Central Dispatch (In Person)
911 Courthouse Drive
Charlotte, MI 48813

08:00 AM - 05:00 PM EST

MACNLOW's Advanced 40-Hour Dispatch School enables attendees to meet all SNC Module II requirements (MNA2022-2926) by attending all five days for \$750 or any one-day course for \$275. Our team utilizes a unique & practical combination of lecture, personal assessments, small group exercises, skill building exercises, and role play to cement learning in the following areas.

HANDLING DOMESTIC VIOLENCE CALLS

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

SUICIDE CALLS: HELPING THE CALLER & THE TELECOMMUNICATOR

Attendees will assess their listening skills, learn to apply the skills and "thinking patterns" to help handle a suicide call successfully, assess psychological considerations, keep the caller talking, ask critical questions, and gain call handling methods proven effective for others. SNC approved with Module II (b) endorsement; MNA2022-2928

HOMELAND SECURITY FOR THE TELECOMMUNICATOR

A comprehensive overview to define "terrorism;" identify the similarities and differences between "Domestic" and "International" terrorism; identify common misconceptions related to terrorists; discuss potential terrorist targets; identify and define eight (8) potential terrorist threats/acts; identify the role of Fusion Centers in suspicious incident reporting; define NIMS and its purpose; identify possible resources and tactics used to mitigate loss of life following a large scale terrorist incident; and more! SNC approved with Module II (e) endorsement; MNA2022-2931

911 DISPATCH LIABILITY

Utilizing 911 cases which pinpoint various types of liability, this course analyzes liability issues, examines common elements of liability, looks at why people sue, examines the typical process of a lawsuit, develops measures for reducing and/or preventing liability, demonstrates courtroom testimony procedures and pitfalls, and considers "best practices" for dispatchers and dispatch supervisors. SNC approved with Module II (c) endorsement; MNA2022-2929

STRESS MANAGEMENT

Attendees will complete a Stress Response Profile to analyze their individual stress levels with an emphasis on the challenges of a dispatching career, both in terms of tasks and toxic people, utilize the Thought Reframing and FIT/S/ACE approaches to handling stress, and examine individual approaches and develop skills for minimizing, preventing and heading off stress. SNC approved with Module II (d) endorsement; MNA 2022-2930

The cost for the full week course is \$750 per person. Individual one-day classes may be taken at a cost of \$275 per day; to register for a one-day course, please return to the course calendar and click on the individual course or contact our office at 517-410-0825 or register@macnlow.com for assistance.

December 11, 2025

**Strange but True Stories from the Dispatch Center: A Call-Handling Workshop
Virtual Classroom with Live Instruction**

01:00 PM - 05:00 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. highlights the changes in the response to active shooters through the years. We will examine the historical responses to several high-profile active violence events and explore the changing thinking about the response to modern day shootings. An emphasis is placed on the role that dispatch plays in this ever-changing landscape and how multi-discipline training can benefit everyone involved within the framework of the new response tactics.

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 (MNA2025-5587).