

Calendar of Events

kkemp@macnlow.com

February 9, 2026
- February 13, 2026

Basic 40-Hour Dispatch School

Isabella County Central Dispatch

2010 E Preston St

Mt Pleasant, MI 48858

08:00 AM - 05:00 PM EST

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

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!

Professional Policing: Conduct, Character & Communication all matter!

Northville Township Police Department

40911 Seven Mile Road

Northville, MI 48167

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.

March 16, 2026
- March 20, 2026

Advanced 40-Hour Dispatch School

Isabella County Central Dispatch

2010 E Preston St

Mt. Pleasant, MI 48858

08:00 AM - 05:00 PM EST

MACNLOW's 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.

March 18, 2026

Leadership and Coaching

Berrien County Central Dispatch

08:00 AM - 04:00 PM EST

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

Understanding personal and positional power

Planning for success, for yourself and those you supervise

Setting expectations and holding employees accountable

Analyzing and resolving performance problems

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

Learning coaching skills to resolve performance problems

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

With small group exercises and many examples tailored to the attendee's profession, this class can be taken by law enforcement, dispatch, fire, courts, corrections, animal control or anyone in public safety. The cost is \$275 per person and the course is registered with MCOLES for 302 funds and is approved by the SNC for dispatch training funds (MNA2023-4094).

March 23, 2026
- March 27, 2026

Basic 40-Hour Dispatch School

Mason-Oceana Central Dispatch

08:00 AM - 05:00 PM EST

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

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March 23, 2026
- March 25, 2026

Police Supervision (law enforcement) aka Achieving Supervisory Excellence (dispatch, others)

Eaton County Central Dispatch

911 Courthouse Drive

Charlotte, MI 48813

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.

April 7, 2026
- April 10, 2026

Communications Training Officer (CTO) Program

Grand Traverse Central Dispatch

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.

June 8, 2026
- June 10, 2026

Police Supervision (law enforcement) aka Achieving Supervisory Excellence (dispatch, others)

Isabella County Central Dispatch

2010 E Preston

Mt Pleasant, MI 48858

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

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

January 20, 2026

Endurance: Lessons in Leadership

Virtual Classroom with LIVE Instruction

08:00 AM - 12:00 PM EST

This four-hour course is designed to analyze the exemplary leadership skills of Ernest Shackleton, one of the foremost explorers of the 20th century, who led a group of men on an incredibly dangerous and arduous journey to Antarctica, where their ship was destroyed and they endured nearly two years in sub-zero temperatures before being rescued. This course will identify seven leadership lessons from Shackleton and why these are still relevant today. Learn how to build a resilient team and lead by example, as well as understand why adaptability, good decision-making, communication, and crisis management skills are critical to success in difficult circumstances. We hope this course will give you some extra motivation and ignite the leader within YOU. The cost is \$150 per person and the course is registered with MCOLES for 302 funds and SNC approved (MNA2025-5988) for dispatch training funds.

Course Objectives

Define Endurance; discuss the concept and the journey of the sailing vessel "Endurance" to Antarctica

List seven (7) leadership lessons from Ernest Shackleton, explorer

Explore ways to build a resilient team

Learn about adaptability and decision-making

Identify how to lead by example

Examine and explore communication, motivation strategies, crisis management and emotional intelligence

Understand Shackleton's leadership legacy and relevance and how it still applies today

January 20, 2026

Getting Along with (Almost!) Anyone

Virtual Classroom with Live Instruction

01:00 PM - 05:00 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 1 to 5 pm; the cost is \$150 per person and the course is SNC approved (MNA2025-5989).

January 21, 2026

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. The class is SNC approved (MNA2025-6063).

January 22, 2026

Psychology Behind School Shooters

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

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

Performance Objectives

- Review studies involving school shootings*
- Discuss myths about school shootings/shooters*
- Define and discuss what constitutes a threat*
- Identify the 3 main types of school shooters*
- Review 10 school shootings and identify the type of shooters in each incident*
- Look at why some become school shooters and others do not*
- Learn the Five Stages of an Active Shooter*
- Review Crisis Averted – examine instances where a potential school shooter was caught prior to the attack and what led to that intervention*
- Examine 5 Tips for Dispatchers during a School Shooting*

The cost is \$275 per person and the course is SNC approved (MNA2025-6064).

January 26, 2026
- January 30, 2026

Basic 40-Hour Dispatch School
Kalamazoo County Consolidated Dispatch or Virtual Classroom
7040 Stadium Drive
Kalamazoo, MI 49009
08:00 AM - 05:00 PM EST
MACNLOW's Basic 40-Hour Dispatch School utilizes a unique and practical combination of lecture, personal assessment, small group exercises, skill-building exercises, and role play to cement learning. Our instructors for this course are all highly-qualified, experienced dispatchers or dispatch supervisors. The cost is \$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*

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

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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!*

February 2, 2026

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 (MNA2025-6067).

February 2, 2026

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 (MNA2025-6068).

February 3, 2026

The Opioid Crisis and Dispatch

Virtual Classroom with Live Instruction

01:00 PM - 05:00 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 1 pm to 5 pm; the cost is \$150 per person and the course is SNC approved (MNA2025-6119).

February 3, 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).

February 4, 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 8 am to noon.

February 4, 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 with the Dispatch Center*
- *Better understand crisis intervention and management*
- *Deploy crisis communication skills*
- *Work with law enforcement negotiators*
- *Be familiar with the FBIs 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 pm to 5 pm. The cost is \$150 per person.

February 5, 2026

Leadership and Coaching

Northville Township Police Department
40911 Seven Mile Road
Northville, MI 48167

08:00 AM - 04:00 PM EST

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

*Understanding personal and positional power
Planning for success, for yourself and those you supervise
Setting expectations and holding employees accountable
Analyzing and resolving performance problems
Values, traits, and characteristics that help leaders earn the respect, confidence, and cooperation of those they serve
Learning coaching skills to resolve performance problems
Practicing coaching skills in the classroom using realistic scenarios encountered in public safety*

With small group exercises and many examples tailored to the attendee's profession, this class can be taken by law enforcement, dispatch, fire, courts, corrections, animal control or anyone in public safety. The cost is \$275 per person and the course is registered with MCOLES for 302 funds and is approved by the SNC for dispatch training funds (MNA2023-4094).

February 18, 2026

Social Media and the Mass Shooter

Virtual Classroom with live instruction and interaction

08:00 AM - 12:00 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 noon; the cost is \$150 per person and the course is SNC approved (MNA2025-6115).

February 18, 2026

Swatting

Virtual Classroom with live instruction

01:00 PM - 05:00 PM EST

This four-hour course is designed to provide information regarding the proliferation of swatting and the impact on dispatch, law enforcement and our community as a whole. It will give an overview of the history of SWAT, the origins of Swatting, as well as how and by whom Swatting is executed. With a review of some case studies and the FBI Swatting Database, the course will examine best practices for dispatch centers to respond to these types of calls to provide a proper response to the communities and agencies we serve. Upon completion of the course, attendees will be able to:

Define Swatting and discuss what is meant by the term

Learn about the history of SWAT

Explore the origins of Swatting

List the types and techniques of executing Swatting calls

Discuss the landscape of laws in response to Swatting calls

Understand what the FBI Swatting Database is and its uses

Review Swatting Case Studies

Identify best practices for dispatch response to Swatting

This session of "Swatting" is being offered in our virtual classroom featuring live instruction and interaction.

The cost is \$150 per person; SNC Approved (MNA2025-6117). The class will run from 1 pm to 5 pm

February 19, 2026

Curiosity: Ignite it for Personal and Professional Growth

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This session of the course will be taken in our virtual classroom.

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

February 20, 2026

Grit & the Value of Critical Thinking: Common Sense & Emotional Intelligence in the Dispatch

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

This session of the course will take place in our virtual classroom, featuring live instruction and interaction with the instructor and other online attendees.

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

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

Define Grit

Learn how Grit relates to dispatch

Explore your "Grit" factor with the Grit Quiz

Define critical thinking

List five definable critical thinking skills

Identify benefits of critical thinking skills and ways to improve them

Compare "Automatic" and "Manual" thinking

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

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

Define implicit bias

Explore common cognitive biases

Identify ways to deal with difficult people

The cost is \$275 per person and the course is SNC approved (MNA2025-6111).

February 23, 2026

Handling Domestic Violence Calls

Kalamazoo County Consolidated Dispatch or Virtual Classroom

7040 Stadium Drive

Kalamazoo, MI

08:00 AM - 05:00 PM EST

This course focuses on helping telecommunicators learn innovative ways to capture information, frame effective questions, understand the psychological dynamics of domestic violence, and methods to keep their officers safe. SNC approved with Module II(a) endorsement; MNA2022-2927 traditional classroom or MNA2025-6074 virtual classroom/hybrid course. The cost is \$275 per person.

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- February 27, 2026

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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

February 24, 2026

Suicide Calls: Helping the Caller & the Telecommunicator

Kalamazoo County Dispatch or Virtual Classroom

7040 Stadium Drive

Kalamazoo, MI

08:00 AM - 05:00 PM EST

Attendees will discuss facts, statistics, and myths about suicide and suicidal callers, practice their reflective listening skills, discuss crucial direct questions to ask to keep the caller talking, and gain call handling methods proven effective for others. The course also addresses telecommunicator stress and self-care techniques and resources.

SNC approved with Module II (b) endorsement; MNA2022-2928 traditional classroom or MNA2025-6078 virtual classroom/hybrid course. The cost for this one-day course is \$275.

February 25, 2026

Homeland Security for Telecommunicators

Kalamazoo County Dispatch or Virtual Classroom

7040 Stadium Drive

Kalamazoo, MI

08:00 AM - 05:00 PM EST

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

The cost is \$275 for this one day course. SNC approved with Module II (e) endorsement; MNA2022-2931 traditional classroom or MNA2025-6077 virtual classroom/hybrid course.

February 26, 2026

Stress Management

Kalamazoo County Consolidated Dispatch or Virtual Classroom

7040 Stadium Drive

Kalamazoo, MI

08:00 AM - 05:00 PM EST

Attendees will complete a Stress Response Profile to analyze their individual stress levels with an emphasis on the challenges of a dispatching career, both in terms of tasks and toxic people, utilize the Thought Reframing and FIT/S/ACE approaches to handling stress, and examine individual approaches and develop skills for minimizing, preventing and heading off stress.

SNC approved with Module II (d) endorsement; MNA2022-2930 traditional classroom or MNA2025-6079 virtual classroom/hybrid course. The cost is \$275 per person.

February 27, 2026

911 Dispatch Liability

Kalamazoo County Consolidated Dispatch or Virtual Classroom

7040 Stadium Drive

Kalamazoo, MI

08:00 AM - 05:00 PM EST

Utilizing 911 cases which pinpoint various types of liability, this course analyzes liability issues, examines common elements of liability, develops measures for reducing and/or preventing liability, and considers "best practices" for telecommunicators and supervisors. Additional discussions cover why people sue, the typical process of a lawsuit, and demonstration of courtroom testimony procedures and pitfalls.

SNC approved with Module II (c) endorsement; MNA2022-2929 traditional classroom or MNA2025-6073 virtual classroom/hybrid course. The cost for this one-day course is \$275 per person.

March 2, 2026

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 12 pm; the cost is \$150 per person and the course is SNC approved (MNA2025-5989).

March 2, 2026

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 (MNA2025-6069).

March 3, 2026

Incident Debriefing

Virtual Classroom with Live Instruction

08:00 AM - 12:00 PM EST

Incident Debriefing is an essential part of learning, improving and identifying the steps in a given incident. This course will highlight the need for Incident Debriefing and will focus on providing an overall plan for post-incident management. Upon completion of this course, the participant will be able to:

Understand the importance of debriefings

Describe the difference between briefing, debriefing and stress debriefing

Define the components of a debriefing

Utilize conversational techniques for steering debriefings

Describe the four main components of a debriefing

Conduct a formal or informal debriefing

This is an SNC approved course (MNA2025-6112) that is four hours in length and will run from 8 am to 12 pm. The cost is \$150 per person.

March 3, 2026

Endurance: Lessons in Leadership

Virtual classroom with live instruction

01:00 PM - 05:00 PM EST

This four-hour course is designed to analyze the exemplary leadership skills of Ernest Shackleton, one of the foremost explorers of the 20th century, who led a group of men on an incredibly dangerous and arduous journey to Antarctica, where their ship was destroyed and they endured nearly two years in sub-zero temperatures before being rescued. This course will identify seven leadership lessons from Shackleton and why these are still relevant today. Learn how to build a resilient team and lead by example, as well as understand why adaptability, good decision-making, communication, and crisis management skills are critical to success in difficult circumstances. We hope this course will give you some extra motivation and ignite the leader within YOU. The cost is \$150 per person and the course is registered with MCOLES for 302 funds and SNC approved (MNA2025-5988) for dispatch training funds.

Course Objectives

Define Endurance; discuss the concept and the journey of the sailing vessel

“Endurance” to Antarctica

List seven (7) leadership lessons from Ernest Shackleton, explorer

Explore ways to build a resilient team

Learn about adaptability and decision-making

Identify how to lead by example

Examine and explore communication, motivation strategies, crisis management and emotional intelligence

Understand Shackleton’s leadership legacy and relevance and how it still applies today

March 4, 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 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 (MNA2025-6118).

March 18, 2026

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 (MNA2025-5985).

March 19, 2026

Introduction to Fire/EMS Dispatching: Part One

Virtual Classroom with Live Instruction

08:00 AM - 12:00 PM EST

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

At the conclusion of the course, attendees will:

Have an increased awareness of Fire/EMS services

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

Be able to Identify basic fire apparatus and fire equipment

Have an increased understanding of basic fire terminology

Understand the techniques and importance of fire personnel accountability

Have knowledge of the types of fires and water sources

Be able to discuss Incident Command structure

Be able to recognize a Mayday and how dispatch should react

Be able to define EMS services

Know what EMD is

Be able to differentiate between sympathy and empathy

The class will run from 8 am to 12 pm and the cost is \$150 per person. SNC approved: MNA2025-6114

March 19, 2026

Tactical Dispatching

Virtual Classroom with live instruction

01:00 PM - 05:00 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 8 am to noon.

Psychology Behind School Shooters

Virtual Classroom with Live Instruction

08:00 AM - 05:00 PM EST

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

Performance Objectives

Review studies involving school shootings

Discuss myths about school shootings/shooters

Define and discuss what constitutes a threat

Identify the 3 main types of school shooters

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

Look at why some become school shooters and others do not

Learn the Five Stages of an Active Shooter

Review Crisis Averted – examine instances where a potential school shooter was caught prior to the attack and what led to that intervention

Examine 5 Tips for Dispatchers during a School Shooting

The cost is \$275 per person and the course is SNC approved (MNA2025-6064).

May 4, 2026
- May 8, 2026

Basic 40-Hour Dispatch School
Eaton County Central Dispatch OR Virtual Classroom
911 Courthouse Drive
Charlotte, MI 48813

08:00 AM - 05:00 PM EST

MACNLOW's Basic 40-Hour Dispatch School utilizes a unique and practical combination of lecture, personal assessment, small group exercises, skill-building exercises, and role play to cement learning. Our instructors for this course are all highly-qualified, experienced dispatchers or dispatch supervisors. The cost is \$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!

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, 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.