

Calendar of Events

kkemp@macnlow.com

April 2, 2025

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).

April 14, 2025
- April 18, 2025

Basic 40-Hour Dispatch School
Michigan State Police - Gaylord Regional Communications Center
931 S Otsego Ave
Gaylord, MI 49735

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!

April 14, 2025
- April 16, 2025

Police Supervision (law enforcement) aka Achieving Supervisory Excellence (dispatch, others)
Washtenaw County Sheriff's Office
2200 Hogback Road
Ann Arbor, MI

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.

May 5, 2025
- May 9, 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).

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May 15, 2025

Leadership and Coaching
Courtyard by Marriott, Mt. Pleasant
2400 E Campus Dr
Mt. Pleasant, MI 48858

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).

May 16, 2025

Professional Policing: Conduct, Character & Communication all matter!

Courtyard by Marriott, Mt. Pleasant

2400 E Campus Dr

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 2, 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

June 2, 2025
- June 4, 2025

Police Supervision (law enforcement) aka Achieving Supervisory Excellence (dispatch, others)
Ingham County Animal Control & Shelter
600 Buhl St
Mason, 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.

June 3, 2025

Negotiations for Dispatch

Virtual Classroom with Live Instruction

08:00 AM - 12:00 PM EST

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

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

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

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

June 3, 2025

Incident Debriefing

Virtual Classroom with Live Instruction

01:00 PM - 05:00 PM EST

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

- Understand the importance of debriefings*
- Describe the difference between briefing, debriefing and stress debriefing*
- Define the components of a debriefing*
- Utilize conversational techniques for steering debriefings*
- Describe the four main components of a debriefing*
- Conduct a formal or informal debriefing*

This is an SNC approved course (MNA201905D) that is four hours in length and will run from 1 pm to 5 pm. The cost is \$150 per person.

June 9, 2025
- June 13, 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.

June 10, 2025

Staffing in the 911 World

SpringHill Suites Hotel

111 Marketplace Blvd

Lansing, MI 48917

08:00 AM - 05:00 PM EST

Staffing is one of the biggest issues, if not THE biggest issue, facing 911 centers. This course is designed to provide innovative, cost-effective, and easy-to- implement measures to recruit, hire, and retain quality employees. An emphasis is placed on creating places of employment that value continuing education, mental health, and creating and enhancing positive morale.

The course is designed to help participants:

Identify ways to showcase your call center and connect with the public

Learn methods and places to attract and recruit potential employees

Gain an understanding of how to improve the hiring process to select highly qualified candidates

Outline effective training processes, requirements, and resources

Identify ways to retain quality employees and build employee and center morale

Discuss ways supervisors can assist in retention and morale, for themselves and those they supervise

Discover ways to improve the work-life balance, reduce stress, and improve mental health

The cost is \$275 per person and the course is SNC approved for dispatch training funds (MNA2024-5060).

September 15, 2025
- September 19, 2025

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

08:00 AM - 05:00 PM EST

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

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

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October 6, 2025
- October 10, 2025

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

08:00 AM - 05:00 PM EST

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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 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)

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

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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

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April 4, 2025

Leadership and Coaching

SpringHill Suites Hotel

111 Marketplace Blvd

Lansing, MI 48917

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). This session can be taken in person at Eaton County Central Dispatch, 911 Courthouse Drive, Charlotte, Michigan, or online in our virtual classroom featuring simultaneous live instruction and interaction with the instructor and those attending in person.

April 16, 2025

Inmate Classification
Courtyard by Marriott, Mt. Pleasant
2400 E Campus Dr
Mt. Pleasant, MI 48858

08:00 AM - 04:00 PM EST

Inmate classification is one of the highest areas of liability for any jail or lockup and jail lawsuits are on the rise in this state and across the nation. An effective, well-defined classification system along with properly trained classification staff will help reduce escapes and escape attempts, suicides and suicide attempts, and the number of inmate-on-inmate assaults in your facility.

This training takes a closer look at the classification system and examines many issues that face jail classification officers every day, regardless of what software program is used in their jail.

Jail classification officers will gain a better understanding of the importance of classifying inmates, proper documentation, proper use of the override system and learn how to compile reliable and accurate data on inmates to make informed decisions in the classifying and housing of inmates. They will learn to use their available resources to make defensible decisions on separating, classifying and housing all different classes of inmates.

This course features real life scenarios, videos and best practices that are based on decades of experience, case law and standards set by the Michigan Department of Corrections, in addition to standards set by the National Institute of Jail Operations (NIJO).

Jail classification and having properly trained staff is an important part of operating any jail, large or small.

The cost for this course is \$225 per person. The instructor will be Captain Robert Earle, Ingham County Sheriff's Office.

MACNLOW Faculty: Captain Robert Earle, Ingham County Sheriff's Office, is also the Jail Administrator in charge of Ingham County's 429-bed correctional facility. He is a graduate of Michigan State University. Captain Earle has served in many capacities at the Ingham County Sheriff's Office as a Deputy in the Corrections Division before rising to the rank of Sergeant in 2012, Lieutenant in 2017, and Captain in 2021. He has served as Housing Officer, Work Release Coordinator, Corrections Training Officer, Corrections Hostage Negotiation Team Member, Booking Officer and Classification Officer. He has been a liaison to the 30th Circuit Court's Mental Health Court and has worked on several inmate initiatives, including an Ingham County program to reduce opioid overdose deaths. Captain Earle is also the Commander of the 19-member regional Capitol Area Dive Team (CADT) and Underwater Search and Recovery Unit. He has been on the Sheriff's Dive Team for over 16 years, achieving several high-level dive certifications and attending training across the country. In 2018, Robert was recognized and awarded the Distinguished Valor Award from the National Institute of Jail Operations (NIJO) which recognizes individuals for their outstanding service to heroically serve and protect or who have made critical decisions or taken preventive actions that ensured the safety and security of staff, inmates, and the general public.

May 28, 2025

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

West Bloomfield Police Department

08:00 AM - 05:00 PM EST

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).

May 29, 2025

Psychology Behind School Shooters

West Bloomfield Police Department

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).

June 12, 2025

Advanced Alerts & Warnings (NEW!)

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

911 Courthouse Drive

Charlotte, MI 48813

01:00 PM - 05:00 PM EST

This course is designed to assist 911 telecommunicators and emergency management personnel in gaining confidence in issuing public alerts and warnings. An emphasis is placed on selecting the right/best tool(s) for issuing alerts, crafting succinct yet informative messages to change the public's behavior when an emergency occurs, and understanding the socio-behavioral response to such messages. Attendees will gain an understanding of message planning, analyze message examples, and practice message development in class.

Course objectives include:

Explore types of advanced alerts/messages

Identify when to message and what message type to use

Learn best practices for messaging

Understand the socio-behavioral response to warning messages

Discuss message planning

Analyze message examples

Practice message development

Review messaging options, the future of WEA and the FEMA Messaging Dashboard

This is a four-hour class that is SNC approved (MNA2024-4702) and the fee is \$150 per person. This offering of the course can be taken in person at SpringHill Suites Hotel, 111 Marketplace Blvd, Lansing, MI, or online in our virtual classroom featuring simultaneous instruction and interaction.

June 12, 2025

Emotional Intelligence (NEW!)

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

911 Courthouse Drive

Charlotte, MI 48813

08:00 AM - 12:00 PM EST

Emotional Intelligence is commonly defined as the compilation of skills and characteristics that drive leadership performance. This session will help you develop greater emotional intelligence to assist in recognizing your own emotions, those of others in the workplace, and then how to use that information to help guide thinking and behavior, adjust emotions to adapt to environments, and become a more effective leader and further your organizational objectives and personal and organizational success.

Course objectives include:

Define Emotional Intelligence

Understand the basic emotions

Explore Emotions, decision making and the human brain

Discuss Emotional contagion and Emotional Suppression

Identify the four domains of emotional intelligence

Emotional Intelligence strategies for influential leadership

This is a four-hour class that is SNC approved (MNA2024-4920) and the fee is \$150 per person. This offering of the course can be taken in person at SpringHill Suites Hotel, 111 Marketplace Blvd, Lansing, MI, or online in our virtual classroom featuring live instruction and interaction with the instructor and other students.

June 23, 2025

Legal Update for Law Enforcement (8 am to noon OR 1 to 5 pm)

Reed City Police Department

227 E Lincoln Ave

Reed City, MI 49677

08:00 AM - 05:00 PM EST

This four-hour course reviews the latest in Federal and Michigan statutes, case law, and court opinions that affect the law enforcement profession. Keep yourself, your colleagues, and your agency out of trouble by staying on top of changes and developments in the law.

Topics covered in the upcoming session include, but are not limited to:

New Michigan Statutes

Miranda Updates

Search and Seizure Updates

New Michigan and Federal Case Law

Refresher of Past New Statutes and Case Law

Opportunity to analyze any local questions you bring

Commander Jason Meier (Ret., Novi Police Department) who is also an attorney licensed to practice in Michigan is the instructor for this course. Commander Meier will share his experience and expertise from his dual and ongoing careers to provide an easy-to-understand review that also includes time for questions and answers.

The course is registered with MCOLES for 302 funds and meets the new Continuing Professional Education requirements; the cost is \$150 per person. This is a 4-hour course and you may choose either morning (8 am to noon) or afternoon (1 to 5 pm) when you register.

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.

