

Calendar of Events

kkemp@macnlow.com

April 23, 2024

Delivering Exemplary Customer Service**Delta County Central Dispatch****1900 3rd Avenue North****Escanaba, MI****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).

April 24, 2024

Tactical Dispatching**Delta County Central Dispatch****1900 3rd Ave N****Escanaba, MI****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 (MNA 201905C). The class will run from 8 am to noon.

April 25, 2024

Grit & the Value of Critical Thinking: Common Sense & Emotional Intelligence in the Dispatch
Delta County Central Dispatch
1900 3rd Ave N
Escanaba, MI

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 6, 2024

The Changing Face of the Active Shooter

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 attendees in the online classroom.

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).

May 6, 2024
- May 10, 2024

Advanced 40-Hour Dispatch School
Michigan State Police - Detroit Regional Communications Center
1060 West Fort Street
Detroit, MI

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.

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

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

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.

May 6, 2024

Handling Domestic Violence Calls

Michigan State Police - Detroit Regional Communications Center

1060 W Fort Rd

Detroit, 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. The cost is \$275 per person.

Please note that due to the lack of available restaurants nearby that can accommodate a one-hour turnaround, lunch will be ordered in class day and a \$15 per day lunch surcharge can be added during the checkout process. If you opt out of the lunch fee during the registration process, you are welcome to bring your own lunch and use the onsite refrigeration and microwave. Vending machines with snacks and pop are also available onsite.

May 7, 2024

Swatting

Eaton County Central Dispatch OR
Virtual Classroom with live instruction
Charlotte, MI 48813

01:00 PM - 05:00 PM EST

This session can be taken in person at Eaton County Central Dispatch, 911 Courthouse Drive, Charlotte, MI 48813

OR

in our virtual classroom with live instruction.

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 person at Eaton County Central Dispatch or in our virtual classroom featuring live instruction and interaction.

The cost is \$150 per person; SNC Approved (MNA 2024-4316). The class will run from 1 pm to 5 pm

May 7, 2024

Behaviors and Warning Signs of an Active Shooter

Eaton County Central Dispatch OR
Virtual Classroom with live instruction
Charlotte, MI 48813

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

May 10, 2024

Leadership and Coaching

Lansing

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, 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 10, 2024

Delivering Exemplary Customer Service

Virtual Classroom with Live Instruction or at Eaton County Central Dispatch

08:00 AM - 05:00 PM EST

This session can be taken in person at Eaton County Central Dispatch in our virtual classroom featuring live instruction and interaction with the instructor and other students in the traditional classroom.

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). This session can be taken in person at Eaton County Central Dispatch or in our virtual classroom.

May 13, 2024
- May 17, 2024

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

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!

May 30, 2024

Surviving Critical Incidents

Virtual Classroom with live instruction

or at Eaton County Central Dispatch

Charlotte, MI 48837

08:00 AM - 12:00 PM EST

This session of "Surviving Critical Incidents" can be taken in our virtual classroom with live instruction

OR

In person at Eaton County Central Dispatch, 911 Courthouse Drive, Charlotte, MI

This four-hour course is designed to prepare telecommunicators to respond to a critical incident call, whether it involves an active assailant, mass casualty, any loss of life, or any other type of high-stress or traumatic incident. It will give insight into how even the most trained and seasoned responders – including dispatch, law enforcement, and others - may become overwhelmed during the incident and may struggle to cope post-incident. We will discuss how training, practice, and mental conditioning will ultimately be what will drive our best response to these types of calls. This course is unique in that it is taught by a seasoned law enforcement officer who has been in the field during numerous types of these incidents, relying on the calm voice and directive response given over the radio. At the conclusion of the course, attendees will be able to:

Define what a Critical Incident is

List Critical Incident examples

Discuss what to do when the call comes in

Understand the role of a dispatcher in a Critical Incident

Learn how to be prepared for a Critical Incident

Compare types of response training

Explore what to do post incident

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

The cost is \$150 per person; SNC Approved (MNA 2024-4317). The class will run from 8 am to noon.

May 30, 2024

Incident Debriefing (1 pm to 5 pm)

Virtual Classroom with Live Instruction

or in person at Eaton County Central Dispatch

Charlotte, MI 48813

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.

Professional Policing: Conduct, Character & Communication all matter!

SpringHill Suites Hotel

111 Marketplace Blvd

Lansing, MI 48917

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. The cost is \$275 per person.

Faculty for this course is Undersheriff Andrew Bouck (Ingham County Sheriff's Office) and co-owner of MACNLOW Associates. Andy regularly serves as a keynote speaker for a wide variety of law enforcement and community organizations and is MACNLOW's lead consultant for agency-wide and one-on-one consultations. With over 25 years of police experience and no use of force complaints, his communication skills have prevented or pre-empted many potentially violent conflicts. Prior to his career in law enforcement, Bouck was a Sergeant in the United States Marine Corps. Andy is a graduate of the 221st Session of the FBI National Academy. He received numerous awards from the East Lansing Police Department including two Bravery Awards and was honored as the City of East Lansing Customer Service Award winner in 2002. In addition, Bouck was the 2013 recipient of the Distinguished Service Medal from the Michigan Association of Chiefs of Police.

June 3, 2024
- June 5, 2024

Advanced Supervision

Northern Michigan University Public Safety Institute and Regional Police Academy
131 Jacobetti Complex
Charlotte, MI 48813

08:00 AM - 05:00 PM EST

This course focuses on dealing with difficult/problem employees, empowering employees, supervisory ethics, managing projects, problem solving, managing workplace relationships, and handling special details. Attendees develop new knowledge and skills in:

*“Solving” difficult employees;
Empowering employees to be high achievers;
Encouraging ethical workplace behavior;
Building and setting performance goals;
Solving problems unique to those employed in police, dispatch, fire, courts and corrections settings; and,
Planning and handling 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. We recommend, but do not require, participants complete our Police Supervision or Achieving Supervisory Excellence course prior to taking Advanced Supervision as some content is built upon assessment instruments utilized in that initial course. If you wish to take Advanced Supervision without the recommended prerequisite, simply let us know when registering for the course

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

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 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 (MNA2023-3874).

June 10, 2024
- June 14, 2024

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.

April 24, 2024

Negotiations for Dispatch
Delta County Central Dispatch
1900 3rd Ave N
Escanaba, MI

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 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 1 pm to 5 pm. The cost is \$150 per person.