

## 2024 APRIL TRAINING CALENDAR

<b>DATES</b>	<b>TITLE OF TRAINING</b>	<b>PRESENTER</b>	<b>CONTACT INFO</b>	<b>LOCATION</b>	<b>SNC APPROVAL #</b>
1-3	FIRST LINE SUPERVISION	ED DRESLINSKI	DEWOLF & ASSOCIATES	KIRTLAND COMM. COLLEGE GRAYLING	DDW2020-921
1-5	BASIC 40 HR DISPATCH	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	KALAMAZOO COUNTY	MNA2022-2466
3--4	PUBLIC INFORMATION OFFICER	CHRIS JAHNKE	DEWOLF & ASSOCIATES	CANTON TWP PD	DDW202001A
4-5	DISCIPLINE & DISCIPLINARY INVESTIGATIONS	ED DRESLINSKI	DEWOLF & ASSOCIATES	KIRTLAND COMM. COLLEGE GRAYLING	DDW201910A
8	ACTIVE SHOOTER INCIDENTS FOR DISPATCH	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	HYBRID-EATON COUNTY CD LIVE - VIRTUAL	MNA201808A
8-12	ADVANCED 40HR DISPATCH	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	GRAND TRAVERSE COUNTY	MNA2022-2926
8	HANDLING DOMESTIC VIOLENCE CALLS	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	GRAND TRAVERSE COUNTY	MNA2022-2927
9	SUICIDE CALLS:HELPING THE CALLER & TELECOMMUNICATOR	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	GRAND TRAVERSE COUNTY	MNA2022-2928
10	911 DISPATCH LIABILITY	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	GRAND TRAVERSE COUNTY	MNA2022-2929
11	HOMELAND SECURITY FOR TELECOMMUNICATORS	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	GRAND TRAVERSE COUNTY	MNA2022-2931
12	STRESS MANAGEMENT	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	GRAND TRAVERSE COUNTY	MNA2022-2930
15-17	FIRST LINE SUPERVISION	ED DRESLINSKI	DEWOLF & ASSOCIATES	GREEN OAK TWP PD	DDW2020-921

15-17	ACHIEVING SUPERVISORY EXCELLENCE	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	NORTHERN MICHIGAN UNIVERSITY	MNA2022-3166
18-19	DISCIPLINE & DISCIPLINARY INVESTIGATIONS	ED DRESLINSKI	DEWOLF & ASSOCIATES	GREEN OAK TWP PD	DDW201910A
22- May 16	911 DISPATCH ACADEMY	911 ACADEMY STAFF	911TRAINING@OAKLANDCC.EDU	OAKLAND COMMUNITY COLLEGE	OCC201906A
22-26	BASIC 40 HR DISPATCH	911 ACADEMY STAFF	911TRAINING@OAKLANDCC.EDU	OAKLAND COMMUNITY COLLEGE	OCC202001A
23	DELIVERING EXEMPLARY CUSTOMER SERVICE	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	DELTA COUNTY 911	MNA2022-2447
24	TACTICAL DISPATCHING	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	DELTA COUNTY 911 8AM - NOON	MNA201905C
24	MAXIMIZING INTERACTIONS W/SPECIAL NEEDS POPULATION	STEPHANIE ZOLTOWSKI	911TRAINING@OAKLANDCC.EDU	OAKLAND COMMUNITY COLLEGE	STS2022-2746
24	NEGOTIATIONS FOR DISPATCH	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	DELTA COUNTY 911 1PM - 5PM	MNA201905B
25	GRIT & VALUE OF CRITICAL THINKING; COMMON SENSE & EMOTIONAL INTELLIGENCE	MACNLOW STAFF	KRISTEN BOUCK KEMP <a href="https://macnlow.com/">https://macnlow.com/</a>	DELTA COUNTY 911	MNA2023-3874
29	CUSTOMER SERVICE	911 ACADEMY STAFF	911TRAINING@OAKLANDCC.EDU	OAKLAND COMMUNITY COLLEGE	OCC200903A
29-5/3	CTO PROGRAM	JEFF DANIEL	DEWOLF & ASSOCIATES	CANTON TWP PD	DDW2023-3617
30	911 PEAK PERFORMANCE THROUGH OPTIMIZED HOME LIFE	RICK JANKA	911 TRAINING INSTITUTE	LIVE - VIRTUAL	MCI201504A

UPDATED 02/22/2024