

2023 OCTOBER TRAINING CALENDAR

DATES	TITLE OF TRAINING	PRESENTER	CONTACT INFO	LOCATION	SNC APPROVAL #
2-4	ACHIEVING SUPERVISORY EXCELLENCE	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	INGHAM COUNTY	MNA2022-3166
2-6	ADVANCED 40 HR DISPATCH SCHOOL	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	KALAMAZOO COUNTY DISPATCH AUTHORITY	MNA2022-2926
2-6	CTO PROGRAM	JEFF DANIEL	DEWOLF & ASSOCIATES	MUSKEGON COUNTY CD	DDW2023-3617
2	HOMELAND SECURITY FOR THE TELECOMMUNICATOR	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	KALAMAZOO COUNTY DISPATCH AUTHORITY	MNA2022-2931
3	STRESS MANAGEMENT	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	KALAMAZOO COUNTY DISPATCH AUTHORITY	MNA2022-2930
4	HANDLING DOMESTIC VIOLENCE CALLS	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	KALAMAZOO COUNTY DISPATCH AUTHORITY	MNA2022-2927
5	SUICIDE CALLS:HELPING THE CALLER & TELECOMMUNICATOR	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	KALAMAZOO COUNTY DISPATCH AUTHORITY	MNA2022-2928
6	911 DISPATCH LIABILITY	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	KALAMAZOO COUNTY DISPATCH AUTHORITY	MNA2022-2929
12-13	LEADERSHIP V - CONFLICT RESOLUTION	SUCCESS 911	www.success9-1-1.com	ST JOSEPH CO CD CENTREVILLE	SCC2022-5470
18	HOPE IN MIDST OF CHAOS- LESSONS LEARNED IN VEGAS	DENISE AMBER LEE FOUNDATION	911training@oakandcc.edu	OAKLAND COMM COLLEGE	DAL2021-2330
18	GRIT & VALUE OF CRITICAL THINKING:COMMON SENSE & EMOTIONAL INTELLIGENCE	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	HYBRID - VIRTUAL/LIVE ONSITE-EATON COUNTY CD	MNA2023-3874
19	CHANGING FACE OF THE ACTIVE SHOOTER	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	HYBRID - VIRTUAL/LIVE ONSITE-EATON COUNTY CD	MNA2023-3875

18-20	LEADERSHIP SKILLS DEVELOPMENT	CHRIS JAHNKE	DEWOLF & ASSOCIATES	FARMINGTON HILLS 911	DDW201510A
18-20	FIRST LINE SUPERVISION	ED DRESLINSKI	DEWOLF & ASSOCIATES	NORTHVILLE TWP PD	DDW2020-921
23	HANDLING CALLS REGARDING MISSING & EXPLOITED CHILDREN	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	LIVE - VIRTUAL	
24	DELIVEING EXEMPLARY CUSTOMER SERVICE	MACNLOW STAFF	DEWOLF & ASSOCIATES	LIVE - VIRTUAL	

UPDATED 10/15/2023