

## 2024 MAY TRAINING CALENDAR

| <b>DATES</b> | <b>TITLE OF TRAINING</b>                            | <b>PRESENTER</b> | <b>CONTACT INFO</b>   | <b>LOCATION</b>                                   | <b>SNC APPROVAL #</b> |
|--------------|---|------------------|---|---|-----------------------|
| 6-8          | FIRST LINE SUPERVISION                              | ED DRESLINSKI    | DEWOLF & ASSOCIATES   | ISABELLA COUNTY CD                                | DDW2020-921           |
| 6            | CHANGING FACE OF THE ACTIVE SHOOTER                 | MACNLOW STAFF    | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | LIVE - VIRTUAL                                    | MNA2023-3875          |
| 6            | THE CHANGING FACE OF THE ACTIVE SHOOTER             | MACNLOW STAFF    | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | HYBRID - EATON COUNTY CD<br>LIVE - VIRTUAL        | MNA2023-3875          |
| 6-10         | ADVANCED 40 HR DISPATCH                             | MACNLOW STAFF    | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | MSP - DRCC  | MNA2022-2926          |
| 6            | HANDLING DOMESTIC VIOLENCE CALLS                    | MACNLOW STAFF    | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | MSP - DRCC  | MNA2022-2927          |
| 6            | 911 ETHICS & LIABILITY                              | TRACY ERTL       | 911TRAINING@OAKLANDCC.EDU   | OAKLAND COMMUNITY COLLEGE                         | OCC200902A            |
| 7            | STRESS MANAGEMENT                                   | TRACY ERTL       | 911TRAINING@OAKLANDCC.EDU   | OAKLAND COMMUNITY COLLEGE                         | OCC200910A            |
| 7            | SWATTING  | MACNLOW STAFF    | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | HYBRID - EATON COUNTY CD<br>LIVE - VIRTUAL 1-5 PM | MNA2024-4316          |
| 7            | SUICIDE CALLS:HELPING THE CALLER & TELECOMMUNICATOR | MACNLOW STAFF    | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | MSP - DRCC  | MNA2022-2928          |
| 8            | HOMELAND SECURITY FOR THE TELECOMMUNICATOR          | MACNLOW STAFF    | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | MSP - DRCC  | MNA2022-2931          |
| 8            | HANDLING DESPONDENT OR SUICIDAL CALLERS             | TRACY ERTL       | 911TRAINING@OAKLANDCC.EDU   | OAKLAND COMMUNITY COLLEGE                         | OCC201105A            |
| 9            | 911 DISPATCH LIABILITY                              | MACNLOW STAFF    | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | MSP - DRCC  | MNA2022-2929          |

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| 9     | FOUNDATIONS OF EMERGENCY HEALTH DISPATCHING (EMHD) | RICK JANKA        | 911 TRAINING INSTITUTE  | LIVE - VIRTUAL                                      | MCI201310A   |
| 9-10  | INTRO TO FIRE SERVICE FOR 911 PROFESSIONALS        | 911 ACADEMY STAFF | 911TRAINING@OAKLANDCC.EDU   | OAKLAND COMMUNITY COLLEGE                           | OCC200901B   |
| 10    | CTO UPDATE   | JOHN NELSON       | DEWOLF & ASSOCIATES   | KALAMAZOO CONSOLIDATED CENTRAL DISPATCH             | DDW201404B   |
| 10    | STRESS MANAGEMENT                                  | MACNLOW STAFF     | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | MSP - DRCC  | MNA2022-2930 |
| 10    | DELIVERING EXEMPLARY CUSTOMER SERVICE              | MACNLOW STAFF     | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | HYBRID -EATON COUNTY CD<br>LIVE -VIRTUAL            | MNA2022-2447 |
| 13-17 | BASIC 40 HR DISPATCH                               | MACNLOW STAFF     | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | HYBRID-EATON COUNTY CD<br>LIVE - VIRTUAL            | MNA2022-2466 |
| 13    | HOMELAND SECURITY                                  | CHRIS MCINTIRE    | 911TRAINING@OAKLANDCC.EDU   | OAKLAND COMMUNITY COLLEGE                           | OCC2020-1203 |
| 14    | UNDERSTANDING DOMESTIC VIOLENCE                    | 911 ACADEMY STAFF | 911TRAINING@OAKLANDCC.EDU   | OAKLAND COMMUNITY COLLEGE                           | OCC200903B   |
| 15    | CRIMINAL LAW FOR PUBLIC SAFETY DISPATCHERS         | RANDY SECONTINE   | 911TRAINING@OAKLANDCC.EDU   | OAKLAND COMMUNITY COLLEGE                           | OCC200701    |
| 21-22 | DISCIPLINE & DISCIPLINARY INVESTIGATIONS           | ED DRESLINSKI     | DEWOLF & ASSOCIATES   | CANTON TWP PD                                       | DDW201910A   |
| 29-31 | SUPERVISION OF THE CTO PROGRAM                     | JEFF DANIEL       | DEWOLF & ASSOCIATES   | MIDLAND CD  | DDW201404A   |
| 30    | SURVIVING CRITICAL INCIDENTS                       | MACNLOW STAFF     | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | HYBRID - EATON COUNTY CD<br>LIVE - VIRTUAL 8AM-NOON | MNA2024-4317 |
| 30    | INCIDENT DEBRIEFING                                | MACNLOW STAFF     | KRISTEN BOUCK KEMP<br><a href="https://macnlow.com/">https://macnlow.com/</a> | HYBRID - EATON COUNTY CD<br>LIVE -VIRTUAL 1-5 PM    | MNA201905D   |

UPDATED 02/22/2024