

2025 DECEMBER TRAINING CALENDAR

DATES	TITLE OF TRAINING	PRESENTER	CONTACT INFO	LOCATION	SNC APPROVAL #
1-5	ADVANCED 40 HR DISPATCH	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	HYBRID - LIVE - VIRTUAL EATON COUNTY CD	MNA2022-2926
1-2	INTRO TO FIRE SERVICE FOR 911 PROFESSIONALS	911 ACADEMY STAFF	911training@oaklandcc.edu	OAKLAND POLICE ACADEMY	OCC2009018
1	911 DISPATCH LIABILITY	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	HYBRID - LIVE - VIRTUAL EATON COUNTY CD	MNA2022-2929
2	HANDLING DOMESTIC VIOLENCE CALLS	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	HYBRID - LIVE - VIRTUAL EATON COUNTY CD	MNA2022-2927
3	SUICIDE CALLS-HELPING THE CALLER & TELECOMMUNICATOR	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	HYBRID - LIVE - VIRTUAL EATON COUNTY CD	MNA2022-2928
3	BUILDING MENTALLY TOUGH HIGH MORALE TEAMS	MIKE TACKETT	911 TRAINING INSTITUTE	GENESEE CO	MCI2024-4300
3-5	ADVANCED SUPERVISION	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	KALAMAZOO COUNTY CD	MNA2022-2687
4	NEGOTIATION TACTICS FOR 911 PROFESSIONALS	MIKE TACKETT	911 TRAINING INSTITUTE	GENESEE CO	MCI2025-5807
4	HOMELAND SECURITY FOR THE TELECOMMUNICATOR	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	HYBRID - LIVE - VIRTUAL EATON COUNTY CD	MNA2022-2931
5	STRESS MANAGEMENT	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	HYBRID - LIVE - VIRTUAL EATON COUNTY CD	MNA2022-2930
8-9	DISCIPLINE AND DISCIPLINARY INVESTIGATIONS	ED DRESLINSKI	DEWOLF & ASSOCIATES	KIRTLAND COMMUNITY COLLEGE	DDW201910A
8-12	CTO PROGRAM	JOHN NELSON	DEWOLF & ASSOCIATES	LIVINGSTON COUNTY SO	DDW2023-3617

8-11	CTO PROGRAM	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	LOCATION - TBD	MNA2025-5356
9+A17:F24	LEADERSHP & COACHING	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	EATON COUNTY CD	MNA2023-1094
10	DELIVERING EXEMPLARY CUSTOMER SERVICE	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	LIVE - VIRTUAL	MNA2022-2447
10-12	FIRST LINE SUPERVISION	ED DRESLINSKI	DEWOLF & ASSOCIATES	GREEN OAKS TWP PD	DDW1010-921
10-12	EMERGENCY MENTAL HEALTH DISPATCH + LIFEBRIDGES	MIKE TACKETT	911 TRAINING INSTITUTE	LIVE - VIRTUAL	MCI2025-5849
11	GETTING ALONG WITH (ALMOST) EVERYONE	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	LIVE - VIRTUAL	MNA2025-5571
11	STRANGE BUT TRUE STORIES FROM THE DISPATCH CENTER:CALL TAKING WORKSHOP	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	LIVE - VIRTUAL	MNA2025-5387
12	STAYING ON TOP OF YOUR PROFESSION	MACNLOW STAFF	KRISTEN BOUCK KEMP https://macnlow.com/	LIVE - VIRTUAL	MNA2020-1263
16	NEGOTIATION TACTICS FOR 911 PROFESSIONALS	REGGIE PARKER	911 TRAINING INSTITUTE	LIVE - VIRTUAL	MCI2025-5808

UPDATED 10/31/2025