



Training Announcement

Basic 40-Hour Dispatch School

This course is
SNC Approved
#MNA 201303A
with Module I
Endorsement

MACNLOW's Basic 40-Hour Dispatch School utilizes a unique and practical combination of lecture, personal assessment, small group exercises, skill building and role-play to cement learning in the following areas:

Day 1: Welcome to Dispatch

- Duties and responsibilities
- Dispatcher roles
- Technology
- Integrity and responsibility

Day 2: Professional Interpersonal Communication

- DiSC Behavioral Profile
- Listening techniques
- Call control skills
- Stress handling technique

Day 3: Radio Communications

- Are emotions speaking for intellect?
- Police/Fire/EMS calls
- Emergency verses 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

Monday, Jan.28 to Friday, Feb. 1, 2019

8:30am to 4:30pm

Washtenaw Community College

4800 E. Huron River Dr., Ann Arbor, MI 48105 • Morris Lawrence bldg, room 111

Cost:

\$699

To register:

517-925-1434

register@macnlow.com

Questions? Contact:

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