



MACNLOW  
ASSOCIATES

**PUBLIC SAFETY TRAINING  
AND CONSULTING**

Law Enforcement · Dispatch  
Fire · Courts · Corrections

REGISTER NOW by email to [register@macnlow.com](mailto:register@macnlow.com) or call 517.410.0825

## **BASIC 40-HOUR DISPATCH SCHOOL**

April 30 – May 4, 2018 | \$699 per person

Hosted by Washtenaw Community College, Ann Arbor, MI

*Course is SNC approved with Module I endorsement (Course ID MNA201303A) and MCOLES approved for 302 funds*

MACNLOW's Basic 40-Hour Dispatch School utilizes a unique and practical combination of lecture, personal assessment, small group exercises, skill-building exercises, and role play to cement learning. Our instructors for this course are all highly-qualified, experienced dispatchers or dispatch supervisors.

### **COURSE DETAILS**

#### **Day One: Welcome to Dispatch**

Duties and Responsibilities, Dispatcher Roles, Technology, Integrity and Responsibility

#### **Day Two: Professional Interpersonal Communications**

DiSC Behavioral Profile, Listening Techniques, Call Control Skills, Stress Handling Techniques

#### **Day 3: Radio Communications**

Police/Fire/EMS calls, Emergency v 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!

Interested in hosting a class at your agency? Please contact [info@macnlow.com](mailto:info@macnlow.com) for details.

Please visit us online at [www.MACNLOW.com](http://www.MACNLOW.com) to register or obtain information on this and other upcoming courses!