



MACNLOW
ASSOCIATES

**PUBLIC SAFETY TRAINING
AND CONSULTING**
Law Enforcement · Dispatch
Fire · Courts · Corrections

TACTICAL DISPATCHING AND INCIDENT DEBRIEFING

September 21, 2022 | Hosted by Kalamazoo County Central Dispatch

Each course is four hours in length; cost is \$150 per course.

Register online at www.MACNLOW.com or via email to register@macnlow.com or call 517-410-0825.

NEGOTIATIONS FOR DISPATCH

Wednesday, September 21 (8 am to noon)

SNC approved (MNA201905B)

During this course, the telecommunicator will be introduced to crisis negotiations and the roles and responsibilities of the Tactical Dispatcher. Attendees will learn different phases of the negotiation process and specific strategies and techniques that can be used to resolve the crisis. The course will build upon the skills already possessed by the telecommunicator and will provide tools and techniques needed to assist a Hostage Negotiations team.

INCIDENT DEBRIEFING

Wednesday, September 21 (1 to 5 pm)

SNC approved (MNA201905D)

Incident debriefing is an essential part of learning, improving, and identifying steps in a given incident. The focus of this course is to provide an overall plan for post-incident management and will highlight the need for incident debriefing. Attendees will learn the four after-action review questions that should accompany an incident debriefing: purpose, result, causes and implication.

Thank you to Kalamazoo County Consolidated Dispatch for hosting these courses.
If you're interested in hosting any MACNLOW courses or need customized in-service training,
please contact Kristen Kemp at 517-410-0825 or kkemp@macnlow.com.
Visit us online at www.MACNLOW.com for more information on other upcoming courses or to register for trainings.