

COMMAND AND CONTROL LEADERSHIP DEVELOPMENT PROGRAM

Offered by Reisen Safety Training and Staff Development, Inc.

We developed this leadership program series for the Fire and EMS service officers and professionals. There are five (5), one-day courses that will enhance new skills in leadership to assist the Company Officer, Fire Prevention Officer, District EMS Officer, Battalion Chief and Division Chief. The course curriculum was designed around the fire and EMS operations, fire prevention, and emergency management strategies that Mr. Reisen has achieved over his 37 years of service. He has been a leadership and management consultant to Florida fire departments, law enforcement organizations and EMS agencies since 2003.

Each course listed below was designed for the busy schedule of the Fire and EMS Officer that want to commit the time necessary to achieve success in leadership. Our courses are taught by Mr. Reisen and have an active learning component for the participant to achieve the success of learning the course content. These courses can be taken in any order and once all five (5) courses are completed, the participant received a master certificate in this leadership program. The Florida Bureau of Training and Standards from the State Fire College has awarded each course 7 hours of continuing education credits.

TEAM BUILDING AND CUSTOMER SERVICE

This course helps the participants to understand how each member of a team is identified. We will discuss the needs of the employee and the needs of the organization to help build a strong team. Will review what motivates the employee and how to keep them motivated so that work performance is improved. We will discuss how to delegate authority to team players in order to get results. Participants will learn the *“art of service essentials of customer service”* and how to make a business or organization *“stand out.”* Will explain how customers’ needs are placed into customer service and giving the customer more than what was expected.

EFFECTIVE COMMUNICATIONS AND MANAGING CHANGE AND PLANNING

Every relationship and organization state that their number one problem is, Communications. Research shows communication failure starts with the lack of communications or misunderstood communications. Communication failure between people and organizations will be discussed and participants will learn how to improve on effective communications to build character and trust. We will review the *“Art of Reading Body Language”*, a nonverbal way to communication in order to understand people and situations. Participants will learn about the eight steps on implementing change and learning how to manage the change with employees. Discussion will be led into why change is so important to people and organizations. We will engage participants on why planning is important to individuals and organizations in order to move forward and progress.

MANAGING EMPLOYEE BEHAVIOR AND CONFLICT RESOLUTION.

This course will deliver information on how employee's behavior can impact the work environment. We will examine the difference between an employee's mistake vs behavioral problems of an employee and show how to spot the differences. By knowing the difference, the supervisor will be able to address coaching, and/or training, and if warranted discipline. The course will review the common personal problems of employees and discuss how employees can come to an agreement over conflict. We will explain the five-steps of disciplining an employee when they have disregarded a policy, procedure, contract, directive or direct order and show how to embrace a coaching culture in the work environment.

ENHANCING LEADERSHIP SKILLS

This program will teach the participant how to enhance their leadership skills that they have now and to develop new skills that will assist them in their career. We will explain the six "C" of leadership that every supervisor should learn along with what employees want to see from their supervisor. Participants will learn to develop a plan of self-discipline to improve their leadership and management skills. We will explain the "Cue-Based" decision making skills and show how to use implement problem solving solutions for the day-to-day operations. We will discuss the four (4) "R's of management, *Respect, Recognize, Responsibility, and Reward.*

MANAGING EMERGENCY INCIDENTS, EVENTS, AND RESOURCES IN OPERATIONS AND PREVENTION TEAMS

Will discuss how important pre-incident planning is to our jobs and how planning can prevent the eight-ball effect. Review how the proper size-up of an incident can put everyone's head in the game. Showing command presence and choosing the correct incident action plan (IAP) can result in positive outcomes. Will review how business organizations incorporate "Crew Resource Management" (CRM), style and how it fits into the fire and EMS service. Participants will discuss the importance of situational awareness on different types of incidents and events and how conditions can change rapidly. We will identify how to manage resources so that the trained supervisor can plan, organize, staff, direct, coordinate, and control.