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Fire Officer



Course Delivery Formats:

- Online Interactive Course
- Online Streamed Video
- DVD

Fire Officer I helps tomorrow's fire officers begin to pursue the process of leading at the supervisory level.

The program covers many topics from the NFPA 1021, *Standard for Fire Officer Professional Qualifications*, and the *IAFC Officer Development Handbook*.

1. Leading Your Team

Video time - 19:47

As fire officer, you will be responsible for accomplishing the fire department's mission through a team of firefighters under your command. Successfully assuming this new responsibility will require a combination of management and leadership skills. Good management means effectively supervising and delegating work. Leadership goes beyond job tasks to influence people. This program presents leadership skills for the Fire Officer I candidate.

Training Objectives:

1. The first steps in the transition from firefighter to fire officer
2. The basics of delegating tasks
3. How to evaluate team members' performance and help them improve
4. Conducting successful meetings

2. Maximizing Team Performance

Video Time -14:47

To succeed as a fire officer, you need to study and apply leadership concepts to increase the performance of your team. This program introduces three important concepts for becoming an effective leader:

Training Objectives:

1. Seven basic steps to building your team
2. Understanding how to motivate people
3. Empowering your team to make good decisions

3. Communications

Video Time - 22:01

The safety and success of your team depends on your ability to communicate effectively. This program presents basic communication techniques and shows you how and when to use them.

Training Objectives:

1. Improving your communication skills
2. The five-part communication cycle
3. Improving verbal communications
4. Improving written communications
5. Using performance feedback with your team
6. Overcoming common barriers to communication

4. Managing Conflict

Video Time - 22:30

As a firefighter, you learned how to put water on fires. As a supervising fire officer, you need to become skilled at putting out a different kind of fire … Conflict. Managing conflict is an essential leadership skill. In this program, we'll discuss specific ways to manage conflict effectively.

Training Objectives:

1. Specific skills and characteristics to approach conflict constructively
2. Five different styles for responding to conflict
3. Conflict with a team member
4. Conflict between peers
5. How to conduct discussions that lead to good decisions

5. Incident Leadership

Video Time - 22:24

The company fire officer must be prepared to assume a whole new set of duties and responsibilities at emergency incidents. You must assume command as first-arriving officer, make decisions and clearly communicate assignments under stress and work within the incident command system to provide a safe and effective response to any emergency.

Training objectives:

1. New responsibilities at emergency incidents
2. Keeping a level head amidst chaos
3. Applying standard operating procedures to decision-making
4. How to manage risk
5. Effective emergency communications

6. Team Health and Safety Video Time - 27:19

Every day, firefighters risk their lives to save people from fires, serious accidents and other perils. But in the heat of the moment, their own safety is often the last thing on their minds and they fail to recognize the dangers in routine habits and daily life at the fire station. "Watching their backs" is the fire officer's most important responsibility.

Training objectives:

1. Using statistics as a tool to prevent potential injury and death.
2. Implementing fitness and wellness programs to ensure firefighters are fit
3. Developing awareness for physical and mental stress and how to intervene
4. Guidelines for increasing emergency vehicle safety
5. How to enforce a "no-excuses" safety culture

7. Community Relations Video Time - 20:08

The Fire Officer I is the department's most important ambassador to the community. How you and your team respond to the public in your daily activities is the biggest factor in the public's perception of its fire department. This program teaches fundamental concepts to help the fire officer maintain positive community relations in delivering all fire department services.

Training Objectives:

1. How a community profile reveals how to tailor services to meet needs
2. Delivering excellent customer service
3. The basics for increasing community involvement
4. Delivering effective public education programs

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Innovative Training Systems for Emergency Responders

NFPA Standards Matrix
Fire Officer I

NFPA 1021: *Standard for Fire Officer Professional Qualifications, 2009*

VOL#	Fire Officer Title	NFPA 1021
001	**Leading Your Team**	4.2.2, 4.2.3, 4.4.1.
002	**Maximizing Team Performance**	4.2.2, 4.2.3, 4.4.1.
003	**Communications**	4.2.1, 4.2.2, 4.2.3, 4.2.5, 4.3.1, 4.3.2, 4.4.1, 4.4.2, 4.6.1, 4.6.2, 4.6.3, 4.6.4, 4.7.1, 4.7.2.
004	**Managing Conflict**	4.2.4, 4.2.5.
005	**Incident Leadership**	4.2.1, 4.6.1, 4.6.2, 4.6.3, 4.6.4.
006	**Team Health & Safety**	4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.7.1.
007	**Community Relations**	4.3.1, 4.3.4

(The NFPA sections cited are only a guide. Additional NFPA sections may apply.
See compatible textbooks for an NFPA Correlation Guide.)