FIP-276 Managing the Fire Services

COURSE DESCRIPTION:

Prerequisites: None

Corequisites: None

This course provides an overview of fire department operative services referenced in NFPA standard 1021. Topics include finance, staffing, equipment, code enforcement, management information, specialized services, legal issues, planning, and other related topics. Upon completion, students should be able to understand concepts and apply fire department management and operations principles.

LEARNING OUTCOMES:

Upon completing requirements for this course, the student will be able to:

1. 1. Identify best practices for effective and impactful leadership in the dynamic, contemporary world of fire services.
2. Discuss relevant leadership theories as it relates to real-world case studies from both volunteer and government managed departments.
3. Apply management framework presented as part of a self-reflection to determine your own preferred management style.
4. Examine issues and identify solutions in the acquisition, maintenance, and management of fire service budgets and equipment.
5. Examine real-world challenging situations in fire service organizations and consider which skills they can use to resolve conflicts and achieve their organizational mission.
6. Apply research theories presented in the application of policy development related to legal issues and code enforcement.

OUTLINE OF INSTRUCTION:

I. Management Approaches
    A. Management Theory
    B. Management Innovation
    C. Performance Based Management

II. Interpersonal Communication
    A. Self-reflection
    B. Communication skills
    C. Conflict resolution

III. Organizational Development
    A. Department framework

B.   Community needs and expectations

C.   Strategic plan

IV.   Human Resources

A.   Evaluation and appraisal of employees

B.   Rewards and motivation

C.   Progressive system of discipline

D.   Grievance procedures

V.   The Budgetary Process

A.   Theory of budgeting

B.   Practice of budgeting

C.   Types of budgets

D.   Budget controls

VI.   Managing Resources for Emergency and Non-emergency

A.   Equipment

B.   Personnel

C.   Community outreach

VII.   Applications to Administrative Writing

A.   Correspondence principles

B.   Technique of professional writing

C.   Visual communication aspects

VIII.   Course Summary

REQUIRED TEXTBOOK AND MATERIAL:

The textbook and other instructional material will be determined by the instructor.