

FIP 240
FIRE SERVICE SUPERVISION

COURSE DESCRIPTION:

Prerequisites: None

Corequisites: None

This course covers supervisory skills and practices in the fire protection field. Topics include the supervisor's job, supervision skills, the changing work environment, managing change, organizing for results, discipline and grievances, and safety. Upon completion, students should be able to demonstrate an understanding of the roles and responsibilities of the effective fire service supervisor, meeting elements of NFPA 1021. Course Hours Per Week: Class, 3; Lab, 0; Semester Hours Credit, 3.

COURSE OBJECTIVES:

Upon completion of this course, the student will be able to:

- a. Describe the importance of Fire Service Supervision.
- b. Understand the responsibilities and duties of a supervisor.
- c. Understanding diversity within the workforce.
- d. Identify goals and objectives as a supervisor.
- e. Describe leadership characteristics, attitudes and behaviors.
- f. Understand the planning process, time management and work.
- g. Differentiate between formal and informal organizations.
- h. Understand the process of interviewing and orienting an employee.
- i. Explain the employee evaluation process.
- j. Discuss employee communications.
- k. Differentiate between coaching and counseling.
- l. Describe employee motivation.
- m. Understand how to manage change effectively.
- n. Differentiate between complaints and grievances.

OUTLINE OF INSTRUCTION:

- I. The Supervisor's Job
 - a. Responsibilities of a supervisor
 - b. Duties of a supervisor
 - c. Solving problems: The supervisor's place in the organization
- II. The Supervisor And The Changing Environment
 - a. Diversity
 - b. The impact of technology
 - c. Changes in management practices
 - d. What is expected of today's supervisor?

- III. Basic Supervisory Skills
 - a. Setting goals and reaching them
 - b. Building a team and keeping it going
 - c. Being a leader as well as a supervisor
- IV. Leadership
 - a. Leaders and teams
 - b. Characteristics of the leader-supervisor
 - c. Leadership attitudes
 - d. Leadership behaviors
- V. Planning Work And Time
 - a. Developing a plan
 - b. Developing a procedures manual
 - c. Managing your time
- VI. Organizing A Team
 - a. Types of organizations
 - b. Building a team
 - c. Empowering a team
 - d. Supervising a team
- VII. Selecting, Orienting, And Training Employees
 - a. Selecting the employees
 - b. Orienting new employees
 - c. Setting up a training program
- VIII. Evaluating Performance
 - a. Employees and the evaluation process
 - b. Team evaluations
 - c. Evaluation and compensation
- IX. Communicating With Employees
 - a. Symbols
 - b. Channels of communication
 - c. Barriers to effective communication
 - d. Improving communication skills
 - e. Communicating with a diverse work force
- X. Coaching And Counseling
 - a. Coaching
 - b. The supervisory coach
 - c. Counseling
- XI. Motivating Employees
 - a. What makes people work hard?
 - b. The supervisor's role

- XII. Managing Change Effectively
 - a. Creating a climate for change
 - b. Analyzing work systems and tasks
 - c. Implementing change
- XIII. Developing And Maintaining Discipline
 - a. Strengthening self-discipline
 - b. Dealing with rule violations
- XIV. Resolving Employee Complaints And Grievances
 - a. Gripes, complaints, and grievances
 - b. The causes of grievances
 - c. Recognizing and preventing grievances
 - d. Systems for handling grievances
- XV. Work Place Safety And Wellness
 - a. Are safety and wellness programs really necessary?
 - b. What causes accidents?
 - c. Supervising with safety and wellness in mind
 - d. Security in the work place
- XVI. Working With The Budget
 - a. Functions of a budget
 - b. Who uses the budget?
 - c. Types of budget
 - d. The budget document
 - e. The budget process and your role in it
- XVII. Providing Quality Citizen Service
 - a. Delivering quality service
 - b. You and public relations
 - c. Questions and complaints
 - d. The media

REQUIRED TEXTBOOK AND MATERIALS:

Textbooks to be selected by instructor.

STATEMENT FOR STUDENTS WITH DISABILITIES:

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. Counselors can be contacted by calling 919-536-7207, ext. 1413 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1209.