



# Fire and Rescue Training Institute

PRESENTS:

## Introduction to Volunteer Emergency Services Management

**Hours:** 12

**Prerequisites:** none

**Min/Max Students:** 15/40

### Description:

This course is designed for individuals who are responsible for managing all facets of an emergency service organization. The course will explore the transition individuals have to make when they step into a management role within their organizations. Small group activities will be used to help participants learn and apply the basic principles of communication, motivation, problem solving, decision making, and the management process in order to accomplish their organizations' missions and goals. Upon completion, participants will have an overview of management principles as they relate to emergency services and a foundation upon which to build their management skills (Applicable toward Division of Fire Safety Instructor re-certification).



### Course Learning Outcome:

To provide an introduction to a practical management training program that will allow the Volunteer Emergency Services Manager to apply management concepts and principles to the real world of management of their organization.

### Course Goal:

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

1. Identify the transitional process from subordinate to manager.
2. Explain both traditional and contemporary management theories and styles; and relate their significance to volunteer emergency service management.
3. Describe ways organizational culture/structure influences the attitude of the members of the organization.
4. Define communication.
5. Define motivation.
6. Construct a mission statement based on an organization's core values and purpose.
7. Identify the four steps in the management cycle.
8. Identify departmental goals and develop strategies on how to meet those goals.
9. Describe the reasons that good leadership and management of a Volunteer Emergency Services organization are critical to its success.

### Request This Class for Training:

This course may be requested and hosted by an individual fire department or a group of fire departments for delivery anywhere in Missouri at any time of the year. Requests can be made by contacting the MU FRTI office. You can download a request form online @ <http://www.mufrti.org/download/student.shtml>