

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

- XII. Managing Change Effectively
 - a. Creating a climate for change
 - b.