

Sunday – All Day

7 Hours

Se7en Habits Of Highly Effective Departments

It's not enough to just "get by" in this business. To remain successful, relevant and be a meaningful community asset, leaders must develop a system and mindset to be highly effective. This 8-hour program addresses culture development and meaningful actions focused on service-centered fire and emergency service organizations. Aimed at chiefs, officers and those wishing to improve themselves and their departments will participate in an interactive discussion covering:

- Being Proactive: Not waiting for good things to happen.
- Begin with the end in mind: Focusing on the vision not the score.
- Put 1st Things 1st: Goals. Focus. Teams. Balance.
- Win-Win: Trust and accountability results from shared expectations.
- Seek to Understand: Does your team know you? Do you know them?
- Synergize: Solving your department puzzle is never a straightforward adventure.
- Sharpen the Saw: Are all team members operating at their best? Are you?

Instructors – Frank Montes de Oca

Frank Montes de Oca is the former Emergency Services Director for Orange County, North Carolina and previously served as the Fire Chief and Emergency Services Director for Osceola County, Florida, providing leadership for an all-hazard fire and emergency services department protecting 1,500 square miles from 16 stations. He retired from the Orange County Fire Rescue Division in Orlando, Florida with assignments as the Chief of EMS, Bureau Commander for Safety and Training, and a senior field command officer of a department protecting 1,000 square miles from 30 stations. Following his retirement, Chief Montes de Oca served as the Fire Chief in Springfield, Ohio. He is a Florida Level III Instructor, an adjunct instructor for the National Fire Academy and several colleges and academies throughout the southeast. His focus is firefighter safety and survival, incident command, risk management, crisis mitigation, and leadership development.