



15. **Body Language 101 For Fire Officers: How to Read, Interpret, and Use Nonverbal Communication in Emergency Situations**

Body language is a vital component of communication, from emergency situations to personnel issues words are not always enough. Fire officers need to be able to read, interpret, and use nonverbal cues to assess the condition, needs, and emotions of the people they lead, as well as to convey their own intentions, confidence, and empathy. In this course you will learn the basics and applications of body language in the context of being a fire officer. This course is useful for the kitchen table to the fire ground to include how to detect concealed weapons and signs of aggression.

Instructor

Zach Mathews is an experienced speaker, international trainer and executive coach who inspires audiences with his fast paced and entertaining programs focused on leadership, communication, and personal growth. With over twenty-eight years in public safety, Zach brings a wealth of experience to the table. His journey has taken him from conservation officer and wildland firefighter to leadership roles such as Investigation Section commander, Training Section commander, Logistics Manager, and Office of Professional Standards commander. In 2019, the Indiana Department of Homeland Security recognized Zach's leadership abilities, tapping him to teach essential skills like body language and executive leadership courses across the state. Zach now serves as the Planning Section Chief for the Indiana Fire & Public Safety Academy where he and his staff are responsible for firefighter certifications and instructor standards. Zach also coordinates statewide executive leadership training programs to include the biannual Indiana Fire Chief's Academy, and a company officer executive leadership course taught throughout the state. Zach is a John Maxwell certified executive coach and DISC behavioral analyst who works one-on-one with fire chiefs to achieve both professional and personal goals. Zach has trained thousands throughout his career and is motivated to provide training that will positively impact the fire service. But what truly sets Zach apart is his passion for effective communication.