

31. Dealing With Difficult People

This presentation will discuss the challenges leaders have today dealing with personnel behaviors in both career and volunteer firefighters. Discipline is not a negative word. Leaders should use positive discipline more often than negative discipline. The one thing that leaders dislike more than all of the other tasks is “conflict.” Dealing with interpersonal issues with volunteers as well as career personnel can give leaders major headaches. None of us like confronting another about their bad/inappropriate behavior. How do you get all of the players to play on the same team? One or two team members can bring an entire company, battalion or department to a very unhappy group of individuals. We will identify a actions leaders have to take to create a positive motivational climate that breeds creativity, innovation and productive members? We will discuss the duties, rights and responsibilities for officers. We will discuss the personalities and associated behaviors and how to deal with them.

Instructor

John M. Buckman III served 55 years in the fire service from firefighter, Chief, state academy training director, author, photographer, International Association President and instructor. He has authored six books as well as having produced five photography books. He is a highly sought after speaker for local, regional and national events. He has been at the Bryant Stiles Officers School each year since the beginning.