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### Course Description

This course involves information and activities needed to meet the minimum standards of Fire Service Company Officers in practicing competencies relative to administrative and incident resolution consistent with National Fire Protection Association Code 1021

**Prerequisites:** FRS 101 – FRS 203 or Consent of Inst.      **Corequisite:** None

### Task List

1.	Recognize the company officer's role in fire service.
2.	Recall rules for success in fire service.
3.	Identify ways of avoiding mistakes to the new company officer.
4.	Explain how operational and administrative department members work together to achieve a common goal.
5.	State the principle of unity of command.
6.	State guidelines for handling problems to avoid being sidestepped.
7.	Select facts about the concept of span of control.
8.	Select facts about the principles of division of labor.
9.	Distinguish between discipline and punishment.
10.	Identify barriers to effective delegation by matching barriers to problem situations.
11.	List keys to effective delegation.
12.	Delegate or refer tasks and authority.
13.	Explain why large organizations are composed of smaller, component organizations.
14.	Explain scalar structure.
15.	Distinguish between line functions and staff functions.
16.	List the results of undesirable overlapping of line and staff authority.
17.	Identify line and staff organizational structures.
18.	Define authority.
19.	Distinguish between centralized and decentralized authority.
20.	Select company organizational structures best suited to given situations.
21.	List the essential elements of effective communications.
22.	List specific examples of communications mediums.
23.	Describe the characteristics of a good listener.
24.	Distinguish between orders and directives.
25.	Distinguish between policies and procedures.
26.	Review and understand face-to-face incident scene communications.
27.	Describe barriers to face-to-face incident scene communications.
28.	Select from a list rules for effective face-to-face verbal communications.
29.	List advantages and disadvantages of written communications.
30.	List four types of official information likely to be transmitted via the "grapevine".
31.	Give oral directions while demonstrating a process.
32.	Define group.
33.	Distinguish between informal and formal groups.
34.	Match team-building techniques to situations that signal their need.
35.	List and explain Maslow's levels of need.
36.	State the purpose of transactional analysis theory.
37.	Identify the three ego states in the transactional analysis theory.
38.	Define terms associated with socioeconomic factors that affect group interaction.
39.	Define leadership.
40.	Define the three theories of leadership.
41.	Distinguish among leadership styles.
42.	Describe the types of power used by leaders.

43.	List the five characteristics of an effective leader.
44.	Demonstrate the ability to organize and lead a group session.
45.	Define management.
46.	List the elements in the management cycle.
47.	Distinguish between goals and objectives.
48.	Identify short-term, medium term and long-term goals.
49.	Describe the elements of good written plans.
50.	Match types of budgets/budget formats with their correct descriptions.
51.	List budget controls.
52.	Name the four basic resources available to the company officer for planning and implementing.
53.	Complete statements about effective time management techniques.
54.	Match implementation phases.
55.	State the purposes of evaluation.
56.	Define motivation.
57.	Explain the company officer's role in motivating employees.
58.	Provide examples of positive and negative motivation.
59.	Distinguish between tangible and intangible rewards.
60.	List the major factors that influence behavior.
61.	Explain the role of expectations in motivation.
62.	List indicators of high affiliation needs.
63.	List indicators of high achievement needs.
64.	List indicators of high recognition needs.
65.	List indicators of high equity needs.
66.	Match task preferences to dominant needs.
67.	Explain how career counseling serves both the interests of the department and the firefighter.
68.	Distinguish among coaching, counseling and performance evaluation.
69.	List guidelines for coaching and counseling.
70.	Match to their correct functions development tools used by the company member.
71.	List basic functions of the performance appraisal.
72.	List criteria used to evaluate employee performance.
73.	Match key terms with their correct definitions
74.	Explain why discipline is a positive action.
75.	List in order the steps in behavior modification.
76.	State why corrective action is the company officer's supervisory responsibility and obligation.
77.	List possible results of ignoring unsatisfactory behaviors.
78.	Match to their descriptions ineffective ways of modifying behavior.
79.	Provide examples of effective ways of modifying behavior.
80.	List examples of unproductive behaviors.
81.	List in order the steps in correcting unproductive behavior.
82.	List examples of problem behavior.
83.	List in order the steps in correcting problem behavior.
84.	List examples of emotional behaviors.
85.	List situations in which the company officer is most likely to encounter emotional behaviors.
86.	State the key to handling emotional behaviors.
87.	State the objective of taking disciplinary action.
88.	List examples of situations for which disciplinary action is required.
89.	List in order the actions in the progressive system of discipline.
90.	Explain why the company officer must keep complete and accurate written records of all disciplinary actions taken.
91.	State the rule of thumb for taking effective disciplinary action.
92.	List in order the steps for taking disciplinary action.
93.	List facts about the eight-step problem solving method.
94.	List facts about introducing change.
95.	List in order the steps in introducing change.
96.	List some examples of why people complain.
97.	Explain how to handle the chronic complainer.

98.	List in order the steps in handling complaints.
99.	Define joint problem solving.
100.	Distinguish between a complaint and a conflict.
101.	Explain why conflict exists in an organization.
102.	Identify open-ended, close-ended and reflective questions.
103.	List in order the steps in resolving conflict.
104.	Distinguish between pre-incident surveys and pre-incident planning.
105.	List the purposes of pre-incident surveys.
106.	State the first priority of facility survey.
107.	Provide examples of information that should be gathered during the pre-incident survey.
108.	Distinguish between a field sketch and a report drawing.
109.	Explain what is meant by the acronym COPE.
110.	Identify plan types.
111.	Identify plan symbols and abbreviations.
112.	State the fire ground goal.
113.	List in order the steps in developing a strategic plan.
114.	Describe the different attack modes.
115.	Distinguish between operational strategies and operational tactics.
116.	List in order the steps in employing operational strategies.
117.	List in order the steps in employing operational tactics.
118.	Define size-up.
119.	State the purpose of size-up.
120.	List basic considerations in size up.
121.	Provide examples of tactics the company officer may have to initiate after sizing up the weather and topographical conditions.
122.	Label structural features that should be evaluated during size-up.
123.	List indicators of possible building collapse.
124.	Explain the relationship between available resources and sizing up the incident.
125.	List managerial skills essential for incident command.
126.	Describe the responsibilities of the incident commander in the seven command areas.
127.	List the functions of the incident commander.
128.	State the purpose of fire ground or incident scene communications.
129.	Distinguish among direct orders, indirect orders and requests.
130.	State the rule of thumb for radio communications.
131.	Explain what is meant by radio etiquette.
132.	List the five C's of effective emergency communications.
133.	List in order the five factors of an accident sequence according the Heinrich's Domino Theory.
134.	Provide examples of classified unsafe acts and conditions.
135.	List the human factors that generally cause unsafe acts or conditions.
136.	Match risk management concepts with their correct descriptions.
137.	Explain the steps in a post-trauma program for reducing critical incident stress.
138.	Define administrative law.
139.	List the four ways administrative law is enforced through local and state agencies.
140.	Briefly, explain the history of Common Law Immunity as it pertains to federal, state and local jurisdictions.
141.	Match legal terms with their correct definitions.
142.	State the main purpose of a tort action.
143.	List elements essential for a valid tort action.
144.	Provide realistic examples of ways in which a company officer can violate job authority and become personally liable.
145.	List actions that could cause the company officer to be legally responsible for the tortuous acts of company members.
146.	Review and understand the implications of Kentucky statutes and regulations relative to Fire Service activities.

### **Instructor Equipment List**

Projector screen

Chalkboard or Marker board  
Overhead projector  
Slide projector  
TV/VCR

**Old FRT Number: 800 / FRT 158**