33. Developing a Successful Mentoring Program: You Recruited Them, Now Keep Them
Lead Instructor: Frank Montes de Oca

Maintaining a workforce committed to providing vital services to their communities is a continuing struggle for departments. This **7-hour** program is for all whose goal is keeping and improving the most critical resource – personnel. Lecture, discussion and role-playing activities will help attendees develop their road mapping skills to improve existing programs and those just starting program development. Based on the presenter's experience in developing successful programs and research topics will cover:

- Generations Are Not Created Equally…Nor Are Mentors.
- Is Your Road Map Complete…And Accurate?
- Is Including Stakeholders Really Necessary?
- Strengthening the Culture of Your Workforce.
- What To Do When A Mentor Steps On A Legal Landmine.

About the Instructor:

Frank Montes de Oca is a former firefighter/paramedic who served in Florida, Ohio and North Carolina. During his 38-year career he was appointed or promoted to battalion chief, division chief and chief of departments. A graduate of the NFA's EFO program, Chief Montes de Oca continues to serve the fire and emergency services community as an adjunct instructor for the National Fire Academy; delivering programs for OSHA, the EPA and lecturing throughout the country.