



# Pennsylvania State Fire Academy

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## Minimum Standard for Accreditation (MSA)

**Date:** August 1996

**Last Revision:**

**Course Title:** Introduction to Volunteer Emergency Services Management (IVESM)

**Course Length:** 16 hours

**Lecture/Lab Breakdown:** 14/2

**Prerequisites:** None

**Referenced Text(s):** NFA IG and SM for course in question

**Course Goal:** To provide an introduction to a practical management training program that will allow the Volunteer Emergency Services Manager to apply management concepts and principles to the real world of management of their organization.

**Course Description:** This course is designed for those individuals whose responsibility is to manage any of the facets of a volunteer emergency services organization. New administrative and line officers with less than one year of experience will derive the most from this program. Seasoned organizational officers will hone their knowledge and basic skills as a manager. Introduction to Volunteer Emergency Services Management demonstrates the basic management techniques needed to effectively administer a volunteer emergency service organization. Participants will explore the transition a member has to make when they step into the role of management in their organization. Through the use of small group activities, the participants will learn and apply the basic principles of communication, motivation, problem solving, decision making, and the management process to accomplish their organization's mission and goals.

**Description of Methodology:** Lecture, discussion, and group activities

**Student Equipment & Supplies:** Pen/Pencil and notebook; copy of Student Manual

**Equipment/Audiovisual/Facility/Supply Requirements:** Classroom w/ usual amenities capable of being rearranged into group breakout areas; Powerpoint – compatible computer projection equipment and screen; easel pads; instructor kit for course in question; 1 copy of student Manual for each student (must remain in student's possession at conclusion).

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**Course Outline**

<b><u>Time</u></b>	<b><u>Unit Time</u></b>	<b><u>Total Time</u></b>	<b><u>Content</u></b>	<b><u>Notes</u></b>
:40	:40	:40	Welcome and Introduction	
	1:15		Unit 1 - Transition From Member to Manager	
1:00		1:40	Lesson	
:15		1:55	Activity	
	2:15		Unit 2 - Management & Leadership	
:30		2:25	Lesson	
:30		2:55	Activity	
:05		3:00	Activity	
:55		3:55	Lesson	
:15		4:10	Activity	
	1:45		Unit 3 - Communication & Motivation	
1:30		5:40	Lesson	
:15		5:55	Activity	
	1:30		Unit 4 - Problem Solving & Decision Making	
:05		6:00	Lesson	
:30		6:30	Activity	
:25		6:55	Lesson	
:30		7:25	Activity	
	5:00		Unit 5 - The Management Cycle	
:30		7:55	Lesson	
1:00		8:55	Activity	
:50		9:45	Lesson	
:30		10:15	Activity	
1:00		11:15	Lesson	
:30		11:45	Activity	
:15		12:00	Lesson	
:25		12:25	Activity	
	1:00		Unit 6 - Putting It All Together	
:15		12:40	Lesson	
:15		12:55	Activity	
:30		13:25	Final Exam	

Note: Lunches and breaks were not included. They would add 3 hours to the program which is still a workable two day course

**Competency Evaluation Mechanism:** Final exam supplied with instructor package; instructor assessment of student performance in exercises.

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### **Course Objectives by Unit:**

Introduction - The student will be able to:

1. properly register per the sponsoring organization's policies.
2. correctly describe, in general terms, the course's content and flow.

Unit 1 - "The Transition from Member/Subordinate to Leader/Manager"

The student will be able to:

1. identify the transitional process from subordinate to manager.
2. identify the typical volunteer emergency service management positions.
3. identify two areas of personal change which occur when an individual becomes a volunteer emergency service manager.
4. perform an accurate self-assessment of his or her strengths and weaknesses re: functioning in a management position.

Unit 2 - "Management and Leadership"

The student will be able to:

1. compare and contrast management and leadership.
2. explain both traditional and contemporary management theories and styles; and relate their significance to volunteer emergency service management.
3. analyze the effects of authoritative vs. persuasive vs. laissez-faire behavior in manager/subordinate relations.
4. cite some of the regulations which affect the Volunteer Emergency Services manager; and cite the potential problems of not abiding by these regulations.
5. describe ways organizational culture/structure influences the attitude of the members of the organization.
6. apply management techniques and principles to real life or simulated exercises.

Unit 3 - "Communications and Motivation"

The Student will be able to:

1. define communication.
2. identify three key elements which must be in place for communication to occur.
3. identify the four steps in the communication model.
4. list three reasons why listening skills are important in the communication process.
5. relate effective positive and negative communication to the management model.
6. define motivation.
7. describe the environment needed to enhance motivation.

continued

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8. identify typical positive and negative motivators in the Volunteer Emergency Service Organization environment.
9. create a list of positive and negative motivators which will facilitate the completion of an assigned project.

### Unit 4 - "Problem Solving and Decision Making"

The student will be able to:

1. apply both the four step problem solving process and a decision making process to arrive at a workable solution to a simulated real world scenario.

### Unit 5 - "The Management Cycle"

The student will be able to:

1. explain the importance of an organization's mission statement in the management process.
2. construct a mission statement based on an organization's core values and purpose.
3. explain how mission oriented statements differs from task oriented statements when developing a mission statement.
4. identify the four steps in the management cycle.
5. identify departmental goals and develop strategies on how to meet those goals.
6. develop and prepare supporting objectives for an identified goal.
7. develop a task list to accomplish objectives.
8. apply each of the four steps on the management process in a simulated real world exercise.

### Unit 6 - "Summary - Putting It All Together"

The student will be able to:

1. describe the reasons that good leadership and management of a Volunteer Emergency Services organization are critical to its success.