



Pennsylvania State Fire Academy

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Minimum Standard for Accreditation (MSA)

July 1992

Course Title: Communications and Public Relations for Fire Police (CPFP)

Length of Course: 16 Hours

Lecture/Lab Breakdown: 12/4

Prerequisites: FIPO

Course Goal: To show that clear, concise communications is vital to any relationship and how to master it for use in daily operations and to achieve effective public relations.

Description of Course: This course will help fire police to communicate their ideas effectively, how to listen and understand the words and message directed to them and if a response is required, how to use tools of communication and how communications work in public relations.

Description of Methodology to be used: (Brief) Lecture and practice in listening; demonstrations and problem solving; hands-on practice with communication tools.

Student Equipment/Supply Needs: Training Manual: Communications and Public Relations. Notebook and pencil.

Equipment/Audiovisual/Supply requirements: VCR and Monitor, Chalkboard, Display Table (for tools for communication).

COURSE OUTLINE

<u>Time</u>	<u>Content</u>	<u>Instructor Notes</u>
1 hr.	Review of basics, showing need for communications	
4 hrs.	Process of communications - verbal/non-verbal	
2 hrs.	Body language, personal space, silent communication	
1 hr.	Reporting accidents and standby actions	
2 hrs.	Tools of communication and how to use them	
4 hrs.	Communications in use in public relations	
1 hr.	Cooperation with other agencies & govt.	
1 hr.	Review and Testing	

Competency Evaluation Mechanism (Brief description-attach copy):

Individual-competent use of communication tools. Test-Reading of body language. Test-Reporting accidents - class corrected. Review/test-student corrected.

(continued)

MINIMUM STANDARDS FOR ACCREDITATION

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Course Objectives (specific): Upon completion of the course the student will be able:

1. To set forth a definite process for communication to take place.
2. To show how to listen to words to get meaning and message.
3. To show how communication is used to change attitude and to enhance powers of persuasion.
4. To set forth the methods used to communicate.
5. To present the tools of communication and how to use them.
6. To show the connection between communication and public relations.
7. To show how public relations (or lack of it) effects the operation of police and fire department.
8. To set forth some specifics of cooperating with other agencies to bring about good public relations.