



Pennsylvania State Fire Academy

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Minimum Standard for Accreditation (MSA)

July 1992

Course Title: NFA Fire Service Supervision: Increasing Team Effectiveness (FSST)

Length of Course: 16 Hours
12/4

Lecture/Lab Breakdown:

Prerequisites: FSSP

Course Goal: The goal of this course is to increase the participants effectiveness as team leaders and members by demonstrating how communication, motivation, counseling, and the principles of conflict resolution and group dynamics may be used to promote efficient group functioning and member satisfaction.

Description of Course: This program takes a look at management principles as they apply to the fire service including such topics as group dynamics, communication; motivation, counseling and conflict resolution.

Description of Methodology to be used: (Brief) Combination of lecture, audio visual presentation, and group activities.

Student Equipment/Supply Needs: Note taking material and student manual.

Equipment/Audiovisual/Supply requirements: Classroom, chalkboard, flip chart with markers, overhead projector, screen, slide projector with synchronized, cassette tape player, course material including slides, cassette tape, and overhead transparencies.

COURSE OUTLINE **(General - Not Detailed)**

<u>Time</u>	<u>Content</u>	<u>Instructor Notes</u>
:50	Registration, introduction and course overview	
2:40	Group dynamics	
2:25	Communication	
3:30	Motivation	
1:55	Counseling	
1:40	Conflict resolution	
3:00	Individual group exercises per NFA instructor guide	

continued

MINIMUM STANDARDS FOR ACCREDITATION

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Competency Evaluation Mechanism (Brief description-attach copy): Written examination and instructor evaluation during group exercises.

Course Objectives (specific): The student will:

1. recognize the types, stages and principles of group development as they occur in the fire service.
2. identify beneficial and harmful group behavior
3. cite key characteristics of oral, written, paraverbal and nonverbal communication that affect their selection and use.
4. be able to adjust a given communication in order to achieve greater impact on the intended audience.
5. list several obstacles that may impede effective communication for sender or receiver and cite techniques that may overcome these obstacles.
6. explain how the principles of effective motivation may be adapted to specific fire service contexts and individuals.
7. be able to use performance standards as motivators.
8. cite criteria for appropriate performance standards.
9. be able to demonstrate how a performance appraisal interview may be used to motivate a subordinate.
10. given a situation in which counseling might be advisable, cite reasons that counseling should or should not be attempted by the counselor.
11. be able to explain techniques used in establishing and maintaining effective counseling relationships.
12. given a sample conflict situation, be able to apply steps most likely to lead to a satisfactory solution.
13. describe the five basic styles of conflict resolution.
14. cite four guiding principles in effective conflict resolution.
15. explain suggested steps in conflict resolution.

**Questions/Comments: Rita Wessel, Curriculum Specialist: Extension 106
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