



ODA Leadership & Supervision

February 13 & 14, 16 & 17 2012

May 15 & 16, 2012

Port of Seattle Fire Department

This class covers leadership skills that will help you in your personal life, as a Company Officer and as a Supervisor.

This class is the N.F.A. Leadership Series 1, 2, and 3.

Specific skills include leadership, teambuilding, communication styles, problem solving, motivation, performance evaluation writing, discipline, and listening. The entire course promises to be practical, fun and easy to use.

- Components of Leadership
- Leadership vs. Management
- Leadership Styles and Situations
- Leadership Communications
- Leadership and Group Cooperation
- Leadership and Interpersonal Dynamics
- Progressive Discipline
- Counseling
- Problem Solving
- Complaint Management
- Positive Feedback Process
- Eight-step Resolution Method
- Handling Complaints
- Performance Appraisal
- Administrative and Local Jurisdictional Forms
- Human Behavior and the Group Process
- Motivational Techniques
- Understanding Conflict and the Resolution Process
- Functional Perspective
- Emotional State/Stress
- Complaint Management
- Managing Interpersonal Dynamics

Instructor: [Randy Krause](#)

Cost: \$290.00

Register online at WWW.KCFTOA.ORG