

TENNESSEE LEADERSHIP TRAINING DAY

Agenda

- 8:00 – 8:15** **Welcome & Instructor Introductions**
- 8:15 – 9:00** **Raising Awareness for Volunteer Firefighting Opportunities in Tennessee: Let's create the conversation in your community!** **Vicki Pritchett**
- 9:10-10:00** **Evolving Fire and EMS Systems** **Chief Bill Jenaway, Ph.D.**
Fire and EMS delivery systems are changing more rapidly than ever before. This session will discuss those changes, public expectations, rating and accreditation system impacts, and role leadership plays in establishing short- and long-range plans, assuring staffing to achieve performance goals, and mentoring personnel to achieve performance metrics.
- 10:10 – 11:00** **Leadership Rules & Engagement (Part 1)** **Chief Tim Holman**
This interactive two-part presentation is based on proven concepts that have helped fire departments enhance the culture of their organization. It praises the recruiting and retention efforts while advocating the value of the members. No theory is taught in this presentation, just proven techniques to help your organization thrive.
- 11:10 – 12:00** **Recruiting, Retaining, and Managing Staff** **Chief Bill Jenaway, Ph.D.**
This session will introduce the participants to the research and findings of the USFA project/report Volunteer Emergency Service Recruitment and Retention and review successful programs such as the IAFC Workforce Solutions programs and various state programs.
- 12:00 – 13:00** **Lunch (Provided for all attendees)**
- 13:00 - 13:50** **Leadership Rules & Engagement (Part 2)** **Chief Tim Holman**
Leadership is not about EGO. Leadership is about:
- Helping develop the people of the organization
 - Being a team player
 - Maintaining a high standard of customer service
 - Doing what is right for the organization
 - Integrity and helping people succeed
 - Caring for the people
 - Making the organization better today than it was yesterday
 - Wanting to lead others
 - Vision and communicating that vision to the people.

Leadership is a privilege. Leadership is not about “me”, it’s about “we”.



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14:00 - 14:50 Workshop – Developing a Local Plan

Chief Bill Jenaway Ph.D.

Based upon the strategic planning, leadership, and staffing presentations, participants will engage in a small group workshop task to develop three take away tasks that they believe can assist their department, through their leadership. Instructors Jenaway and Holman will serve as facilitators to bring each group to a decision on what they will do, why they will do it, what the critical success factors will be, and what pitfalls they may encounter and how they will overcome them

15:00 - 15:50 Workshop Report Out & Dialog

Chief Bill Jenaway Ph.D.

In this session, based upon the previous workshop, each of the participants will present the most significant task they will do when they return home and why they think this is a critical task to complete, seeking participant feedback on potential success.

16:00 – 16:45 Coaching Concepts:

Removing Performance Barriers

Chief Tim Holman

Some fire departments still see coaching as a corrective action tactic, used only when things go bad. However, effective coaching is much more. It provides structure and support for the people of the organization. It is a positive approach to help firefighters engage their duties in a positive way. This presentation will provide insight for leaders in helping them create a positive work environment as well as enhancing the mentoring process. In addition, coaching concepts help firefighters feel more valuable to the department.

16:45 – 17:00 Wrap Up

Chief Tim Holman



Ms. Vickie Pritchett

Vickie Pritchett is the Director of Outreach & Government Relations for the National Fire Sprinkler Association and works with Creative Design. She is a big supporter of the fire service and loves to assist fire department leaders with expanding ways to tell their story and promote their cause!



Chief William Jenaway, Ph.D.

Dr. William F. Jenaway, CFO, CTO, CFPS, FIFireE is Executive Vice President of VFIS and President of the Congressional Fire Services Institute. A past recipient of the IAFC Volunteer Fire Chief of the Year Award he has served as Chief in both East Bethlehem Township, PA and King of Prussia, PA where he is also a Township Supervisor.



Chief Tim Holman

Tim Holman is Chief of German Township (Ohio) Fire & EMS. He has delivered presentations throughout the United States over the past 23 years and has authored or co-authored five books and numerous articles.



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