

**Fire Officer Leadership:  
Lessons Learned After Getting  
The Badge**


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**Objectives**


At the end of this session, you will be able to.....

- Define leadership
- Identify numerous leadership lessons learned after getting the badge
- Determine areas of personal improvement to become a better leader



Only 15% of your success is due to your technical knowledge – while 85% of your success is attributable to your ability to express ideas, arouse enthusiasm and lead people!

- Carnegie Institute of Technology




**What is Leadership?**




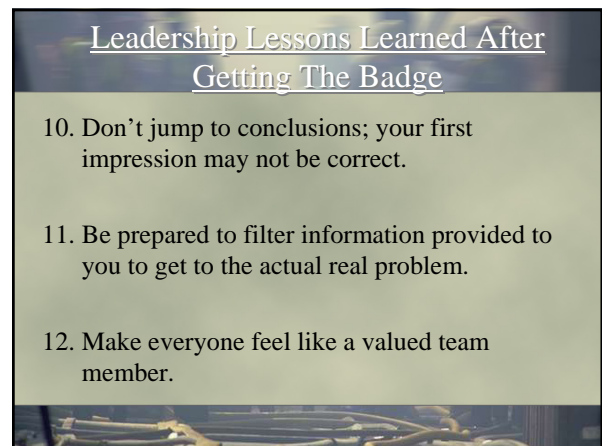
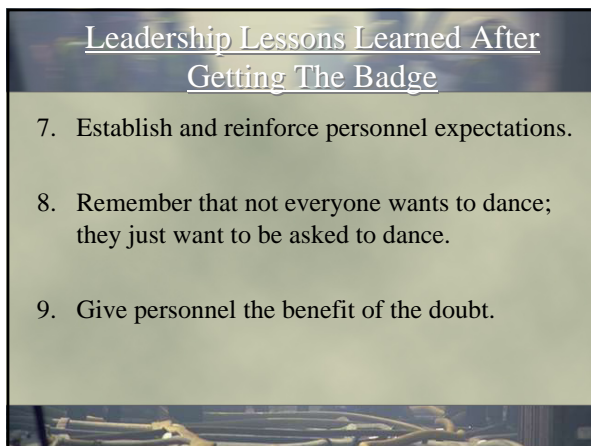
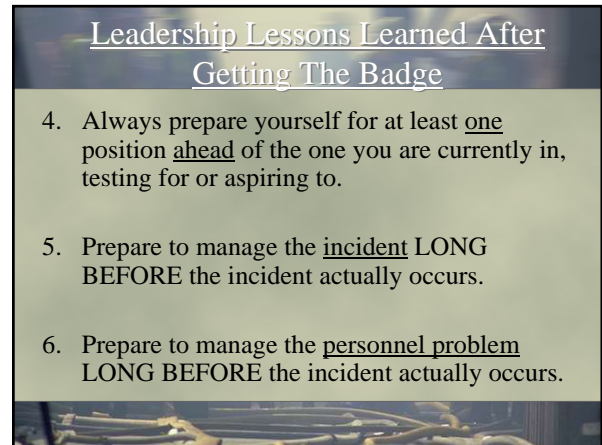
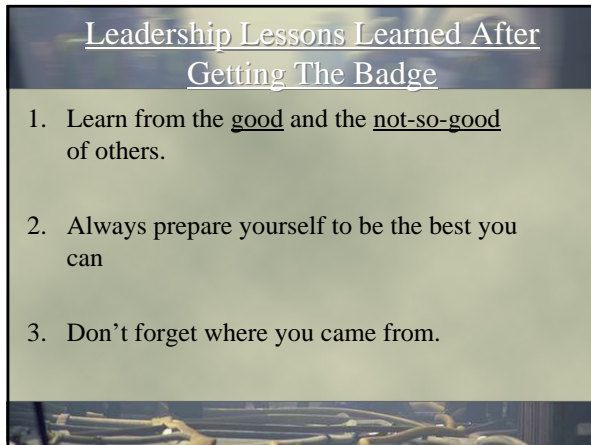
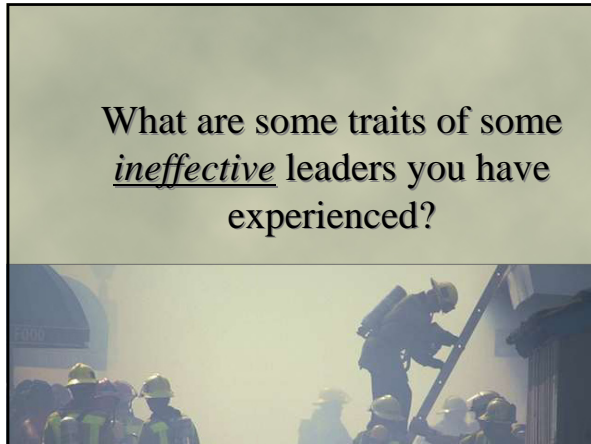
Leadership is having those who follow you do what you want because they want to

- Unknown Author



What are some traits of some *effective* leaders you have experienced?





Leadership Lessons Learned After Getting The Badge

13. Be honest with people / have integrity.
14. Remember that Rome wasn't conquered in a day.
15. Get to know the strengths and weaknesses of all of your personnel ASAP.

Leadership Lessons Learned After Getting The Badge

16. 99.5% of your personnel will not need to be "constantly watched"; the other 0.5% will need to be guided and directed very specifically if you desire certain results.
17. Be loyal to those above, below and around you, including the customers you serve.

Leadership Lessons Learned After Getting The Badge

18. Be extremely creative when it comes to providing training and education for your personnel.
19. Constantly provide mentoring opportunities for your personnel.
20. Don't forget you're constantly being watched, tested and evaluated.

Leadership Lessons Learned After Getting The Badge

21. Utilize the **Headline Test** to make ethical decisions
  - Is it the right thing for the department?
  - Is it the right thing for our personnel?
  - Is it the right thing for our community?
  - Would you mind reading about it in the morning paper?

If you can answer yes to all four - GO FOR IT!!!

Leadership Lessons Learned After Getting The Badge

22. Remember that the majority (if not all) of your success as a leader will be based on your relationships.
23. Be extremely familiar with all department related manuals and information.
24. Start every shift with a roll call / meeting.

Leadership Lessons Learned After Getting The Badge

25. Learn time management skills and be able to balance all of the duties and responsibilities of your position.
26. Be the designated adult.
27. Practice management by walking around.

Leadership Lessons Learned After  
Getting The Badge

- 28. Take care of your personnel.
- 29. Stay on top of what is going on in the fire service.
- 30. Keep your supervisor in the loop.
- 31. Learn to manage stress / keep composure.

Leadership Lessons Learned After  
Getting The Badge

- 32. Strive to always be a part of the solution – not the problem.
- 33. Practice management by rationality as opposed to management by emotions.
- 34. Learn to determine the difference between technical and behavior problems.

Leadership Lessons Learned After  
Getting The Badge

- 35. Praise in public, coach/counsel in private.
- 36. Before canceling (or downgrading) incoming, additional resources; be quite sure you don't need them.
- 37. Before requesting additional resources; be quite sure you need them.

Leadership Lessons Learned After  
Getting The Badge

- 38. Balance administrative duties with personnel time.
- 39. Lead by example.
- 40. Take input from as many as you can prior to coming to a final decision.

Leadership Lessons Learned After  
Getting The Badge

- 41. Leadership is having others come to the same final decision, but by them thinking they came to the decision on their own and without you having shoved it down their throat.
- 42. Yes, we all want to be “liked,” but instead how about striving for respect and credibility?

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- 43. You can agree to disagree, but before coming to that decision, make sure you know where the other person/group is coming from.
- 44. Before attempting to “change the world,” learn as much history about the issues as you can

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- 45. Always try to give credit where credit is due, even if it means others “may look better than you do.”
- 46. Realize there are numerous leadership styles in existence.
- 47. Remember everything you say is gospel.

Leadership Lessons Learned After  
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- 48. Trust others until they have burned you more than once.
- 49. Be able to admit mistakes, poor choices or poor decisions.
- 50. Be open to feedback and constructive criticism from all around.

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- 51. When someone doesn't live up to your expectations, does something inappropriate or just stupid, before jumping down their throat, consider the following:
  - Did you ever tell them they couldn't do that?
  - Did you ever set expectations on how you expected them to perform?
  - Did you expect too much?

Leadership Lessons Learned After  
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- 52. Learn the art of communication.
  - Oral
  - Written
  - Non-verbal
- 53. Take responsibility for what happens.
- 54. Be humble.

Leadership Lessons Learned After  
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- 55. Encourage risk.
- 56. Keep your cool.
- 57. Take ownership.
- 58. CHAOS doesn't stand for “Captain” or “Chief” has arrived on scene!

Leadership Lessons Learned After  
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- 59. Be dependable and consistent.
- 60. Have a sense of humor / have fun!
- 61. Sometimes peer pressure can be the best fix to a problem.
- 62. Have a vision.

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- 63. Be passionate about the fire service, your department, your personnel and your family.
- 64. Be an expert in something.
- 65. Be the one who believes the glass is always half full.

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- 66. It's ok to get out of your comfort zone every now and then!
- 67. Opportunity knocks when you least expect it; be prepared to take advantage of it.
- 68. Let unimportant controversies die a natural death.

Leadership Lessons Learned After  
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- 69. Regarding change:
  - Embrace it, it will happen, it needs to happen
  - Typically requires the following to occur:
    - A. Time
    - B. Money
    - C. Opportunity
    - D. Smart folks

Leadership Lessons Learned After  
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- 70. 69. Sometimes you have to step back to step forward.
- 71. The customer is not always right...but they are still a customer.
- 72. Always think worst case scenario, but don't predict worst case scenario.

Leadership Lessons Learned After  
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- 73. Be aware of politics.
- 74. Embrace technology.
- 75. Develop and maintain a collaborative labor/management relationship.
- 76. Remember that perception is reality.

Leadership Lessons Learned After  
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- 77. Learn to zoom out "10 clicks."
- 78. Maybe consider "sweating the small stuff?"
- 79. If you have no control over something, get over it.
- 80. Become a better listener.

Leadership Lessons Learned After  
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81. Learn from your mistakes.
82. Do the best you can with what you have to work with.
83. Learn the names & situations related to FF LODDs.

Leadership Lessons Learned After  
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84. There is a time and a place to deal with people and issues.
85. Demonstrate commitment.
86. Like it or not, you'll have to pay your dues.
87. Be aware of the "tone" of your message.

Leadership Lessons Learned After  
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88. Everyone has an ego; at times you may have to cater to it.
89. Do what you can to win, but if you have to "sell your soul to the devil," is it worth it?
90. Remember the phrase:
  - "The toes you step on today....may be connected to the butt you have to kiss tomorrow!"

Remember –

you don't get a second chance to  
make a first impression!!!!

Thank you very much for your  
time – don't just stay safe –  
make it safe!

Questions?

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