

**Course Outline**

**COURSE:** JFT 215                      **DIVISION:** 50                      **ALSO LISTED AS:**

**TERM EFFECTIVE:** Fall 2016                      **CURRICULUM APPROVAL DATE:** 02/22/2016

**SHORT TITLE:** FIRE SUPERVISOR ACADEMY

**LONG TITLE:** Fire Officer Supervisor Academy

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
2	18	Lecture:	1.42	25.56
		Lab:	3.14	56.52
		Other:	0	0
		Total:	4.56	82.08

**COURSE DESCRIPTION:**

This 80 hour California Fire Marshal certified course provides students with techniques for becoming an effective Fire Officer Supervisor. Topic will include leadership ethics, team building, employee performance appraisals, report writing, harassment and discrimination policies, and planning and delegation techniques. This is a pass/no pass course. **PREREQUISITE:** California State Marshal certified fire fighter 1 academy as determined by the Dean of Academy Instruction. Note: Approval of equivalent training is not a guarantee state regulatory or licensing agencies will also grant equivalency. Prior to beginning this course students must already be familiar with, and be able to demonstrate all of the skills listed below. These will not be taught in the course, rather they will be the starting point for advanced fire fighter training that builds upon them. These minimum knowledge and skill levels are regarding: 1. Effective verbal communication used in fire situations 2. Knowledge of all firefighting personal protective equipment, including hand and eye protection 3. Familiarity with essential tasks and job functions of fire service ranks and positions 4. Familiarity with the fire service agency rules and regulations 5. Fire fighter safety 6. Proper and safe rescue missions 7. Proper and safe forcible entry 8. Knowledge of all firefighting tools and equipment, ladders, and hoses including appropriate selection, carry, and use for each type across all types of emergencies.

**PREREQUISITES:**

Completion of JFT 8, as UG, with a grade of C or better.

**COREQUISITES:**

**CREDIT STATUS:** C - Credit - Degree Non Applicable

**GRADING MODES**

P - Pass/No Pass

**REPEATABILITY:** N - Course may not be repeated

**SCHEDULE TYPES:**

- 02 - Lecture and/or discussion
- 03 - Lecture/Laboratory
- 04 - Laboratory/Studio/Activity

**STUDENT LEARNING OUTCOMES:**

1. Demonstrate the ability to compose clear and concise reports regarding employee performance.

Measure: Written Report

PLO:

ILO: 1, 2, 7

GE-LO:

Year assessed or anticipated year of assessment: 2015

2. Identify and demonstrate effective techniques for executing supervisor roles and responsibilities including discipline, team building, and employee appraisal.

Measure: Scenario Training, Written Exam

PLO:

ILO: 2, 4, 6

GE-LO:

Year assessed or anticipated year of assessment: 2015

**CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS**

Curriculum Approval Date: 02/22/2016

**I. Role, Ethics, and Legal Issues (4 hours)**

**A. Role Identification**

- 1. Taking on a new role
- 2. Giving up the old roles
- 3. Being an effective boss

**B. Being a leader, manager, and a supervisor in a company setting**

**C. Basic responsibilities of a company officer**

- 1. Planning
- 2. Preparation
- 3. Personnel
- 4. Prevention
- 5. Performance
- 6. Paperwork

**D. Legal Elements**

- 1. Liabilities
- 2. Federal
- 3. State

**E. Ethics**

- 1. Using ethical models to evaluate choices
- 2. Ethical behavior
- 3. Ethical decision making

SPO: Identify the first-line supervisor's role from several perspectives.

Assignment: Review instructor handouts regarding responsibilities of a company officer.

**II. Generational Issues, Customer Service, Diversity and Harassment (8 hours)**

- A. Sexual Harassment
- B. State and Federal laws that define harassment
- C. Behaviors that constitute sexual harassment
- D. How to respond to sexually offensive or unwanted behavior
  - 1. Initiating a harassment complaint
  - 2. Legal remedies
  - 3. Protection against retaliation
- E. Supervisor's role in maintaining a harassment free workplace
- F. Verbal and nonverbal factors which contribute to negative public response to public safety
- G. Understanding, managing and motivating Generation X
- SPO: Define harassment and identify behaviors that constitute sexual harassment.
- Assignment: Review laws and procedures for filing a harassment complaint.
- III. Time Management, Budgets, Expectations, Delegation, Coaching and Team Building (16 hours)
  - A. Daily/tour priorities
  - B. Planning tools
  - C. Delegation
  - D. Managing company inspection and training responsibilities
  - E. Fiscal responsibility
  - F. Setting expectations for the crew
  - G. Fitting the task to the person
  - H. Accountability
  - I. Teamwork
  - J. Team Development Model
- SPO: Identify and apply key aspects of the Team Development Model.
- Assignment: Review instructor handouts regarding prioritization and delegation.
- IV. What is a Leader/ Manager and Chief's Panel (4 hours)
  - A. Leadership
    - 1. Decision making styles
  - B. Group decision-making
    - 1. Advantages
    - 2. Potential Disadvantages
- SPO: Discuss advantages and disadvantages of group decision-making.
- Assignment: Review the various decision making styles discussed in class.
- V. Performance Management and Performance appraisals, Report Writing (12 hours)
  - A. Getting the best from the crew
  - B. Setting performance objectives and evaluating them
  - C. Performance feedback on a regular basis to reinforce positive performance
  - D. Performance appraisals as a tool
  - E. Importance of documentation
    - 1. Reporting observed behaviors
    - 2. Observed behaviors vs gut feelings or vague clichés
  - F. Review of good and poor performance appraisals
  - G. Giving a performance appraisal to a subordinate
  - H. Report Writing
    - 1. 5 W's
- SPO: Identify effective procedures for evaluating employee performance.
- Assignment: Review the procedure for accurate and thorough report writing.
- VI. Conflict Resolution, Progressive Discipline, Taking Corrective Action, and Counseling (8 hours)

- A. Methods to resolve conflict
- B. Progressive discipline
- C. Changing behaviors not administering punishment
- D. Behavior modification plan
  - 1. Follow up
- E. What to do if the plan does not work
- F. Forms of corrective action
- G. Counseling

SPO: Identify effective techniques for resolving conflict and modifying behavior.

Assignment: Review forms of corrective action for in-class role play exercises.

#### VII. ALS Crew/Scene, Mutual Aid/ICS (8 hours)

- A. Review of reports
- B. Poor report writing and department liability
- C. Company Officers' responsibilities at medical emergencies
- D. Santa Clara County Mutual Aid System

SPO: Identify the Company Officer's role and key responsibilities when called to a medical emergency.

Assignment: Review instructor handouts regarding the Santa Clara County Mutual Aid System.

#### VIII. Tactics and Strategy (20 hours)

- A. Tactics and strategy
  - 1. Structure fires
  - 2. High-rise fires
  - 3. Wildland fires
  - 4. Hazmat incidents

SPO: Demonstrate proper techniques and strategy for handling an array of fires.

Assignment: Review instructor handouts regarding strategies for responding to hazmat incidents.

### **METHODS OF INSTRUCTION:**

Lecture, discussion and demonstration will serve as the medium of instruction.

### **METHODS OF EVALUATION:**

CATEGORY 1 - The types of writing assignments required:

Percent range of total grade: 20 % to 35 %

Written Homework

Reading Reports

CATEGORY 2 -The problem-solving assignments required:

Percent range of total grade: 25 % to 40 %

Homework Problems

Quizzes

CATEGORY 3 -The types of skill demonstrations required:

Percent range of total grade: 30 % to 45 %

Class Performance/s

Performance Exams

CATEGORY 4 - The types of objective examinations used in the course:

Percent range of total grade: 20 % to 35 %

Multiple Choice

True/False

### **REPRESENTATIVE TEXTBOOKS:**

Other textbooks or materials to be purchased by the student:  
Instructor Handouts  
Reading level of text, Grade: 12 Verified by: Doug Achterman

**ARTICULATION and CERTIFICATE INFORMATION**

Associate Degree:  
CSU GE:  
IGETC:  
CSU TRANSFER:  
    Not Transferable  
UC TRANSFER:  
    Not Transferable

**SUPPLEMENTAL DATA:**

Basic Skills: N  
Classification: Y  
Noncredit Category: Y  
Cooperative Education:  
Program Status: 1 Program Applicable  
Special Class Status: N  
CAN:  
CAN Sequence:  
CSU Crosswalk Course Department:  
CSU Crosswalk Course Number:  
Prior to College Level: Y  
Non Credit Enhanced Funding: N  
Funding Agency Code: Y  
In-Service: N  
Occupational Course: C  
Maximum Hours:  
Minimum Hours:  
Course Control Number: CCC000339621  
Sports/Physical Education Course: N  
Taxonomy of Program: 213300