

THE RHODE ISLAND
ASSOCIATION
OF FIRE CHIEFS
and the
R.I.A.F.C. FOUNDATION



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RHODE ISLAND'S
FIRE SERVICE
www.rifirechiefs.com

2018 Seminar

February 3, 2018 at 9:00 a.m.

East Greenwich Firemen's Hall

80 Queen St, East Greenwich, RI

Sign up online at rifirechiefs.com

Or call 401-692-0795

*(\$25 per person) am coffee & pastry
and lunch buffet*

STEP UP AND LEAD

Leadership & Team Building Seminar

Presented by



Deputy Chief
Frank Viscuso

Course Description:

Every organization's culture is either created by design or default. Creating a culture of exceptional service does not happen by accident. This seminar begins with a discussion on the highest rated emergency service leadership traits. Chief Viscuso will also cover the necessary leadership skills that are needed in order to motivate teams and maintain discipline within your organization. Topics will include; mentoring and succession planning, critiquing others, delegating, preventing freelancing, technical report writing, taking on administrative tasks, dealing with insubordination, conducting a post incident analysis, building morale, and leading an organization through change. Chief Viscuso will also introduce proven theories, methods and techniques that can help you and your organization provide exceptional customer service and make a great impression on the people you come in contact with on a daily basis.

About Frank Viscuso:

Chief Viscuso is a career firefighter from Kearny, New Jersey and co-creator of FireOpsOnline.com. He is a nationally recognized instructor and speaker, and the author of 6 books including industry bestsellers *Fireground Operational Guides*, *Step Up and Lead* and *Step Up Your Teamwork*. Over the past decade Chief Viscuso has spoken to audiences (in and out of the fire service) on many topics, including officer development, leadership, team building, and customer service. Frank has the ability to move people to action. It has become his trademark as a speaker and motivator. His seminars are designed to equip students with the necessary skills they will need to excel in their chosen field.

