

Session Description: This Workshop will reveal an innovative and successful approach to the subjects of conflict resolution and diversity. You will experience a way of educating your department on how to have "Courageous Conversations" that are necessary for teamwork throughout your department. After years of getting tepid and superficial buy in from our department personnel, we hit a gold mine with our "Courageous Conversation" class. For the last four years we have experienced real and sustained results and now want to share this process with our colleagues. Through demonstration, discussion and interaction, you will leave this workshop with an understanding of how your firefighters, officers, and chiefs can create an environment of teamwork through "Courageous Conversations."

Professional Article about Your Session: The purpose of this program is to empower personnel in your department, from the recruit to the Fire Chief, with a tool to successfully deal with conflict and create sustainable cohesion. The broad diversity in the Fire Service brings with it different cultures, beliefs, values, work ethics, generations, and other human elements that cause personnel to disagree. This disagreement should not be cause for law suits, union disputes, and a de facto segregated department. Different experiences and perspectives can be embraced by focusing the team on its commonality instead of allowing the differences to shut the organization down. You cannot get to a place of focusing on the common goal if the diversity in your department is cause for dysfunction. This program gives fire service leadership the tools to break the veil of fear and lack of communication within their department or organization. The methodology of the workshop will be a segmented workshop with a real time demonstration, video vignettes, group activities and facilitated discussions. Each Student will be given an outline of how to implement the program at their respective organizations. The relevance of this program cannot be overstated. Departments across the country are divided by a myriad of conflicting issues and have become stagnated due to the inability to move beyond conflict and into a unity of purpose. This workshop is a viable alternative to allowing the Legal Department and Human Resources to supplant the Fire Chief in leading the department. Four years after the presentation in our department, real and sustained results remain alive and well. This program will show the fire service leader how to implement the program within their organization utilizing their department personnel. "Courageous Conversations" can be implemented in any department or organization given the right process. This workshop reveals that process.

Adult Learning Techniques: The Courageous Conversations presentation is presented by alternating presenters to provide the variation in teaching methods preferred by adult learners. There are opportunities for group participation in problem solving throughout the presentation. There are seven videos and vignettes contained in a Power Point presentation to address the adult learner's need for audio visual learning aides.

Interactivity: The attendees will participate in a mock presentation of the class. The presenters will assume the role of facilitators and the attendees will be given the chance to respond as groups to a

selection of vignettes. The vignettes are based upon realistic fire service conflicts and proven to engage all participants in a healthy discussion. The discussions will be facilitated by the presenters to allow a broad experience for all attendees. Carefully chosen questions designed to spark "Courageous" conversations are also a part of the presentation. While engaged in these intentional conversations, the attendees will get to practice "Courageous Conversations", further enhancing their understanding of the material. There will also be ample time allotted for general questions.

Learning Objectives:

1. The primary Learning objective of this class is to give a program manager level of understanding of the Courageous Conversation concept. At the conclusion of this class the attendee will have a level of understanding that will enable them to implement the program at their organization.
2. An enabling objective of this class is to give the attendee the definition of a courageous conversation. At the conclusion of this class the attendee will be able to define courageous conversation in their own words.
3. An enabling objective of this class is to familiarize the attendee with the art of courageous conversation through group activities and facilitated discussions.
4. An enabling objective of this class is to foster an appreciation for the benefits of a courageous conversation program by presentation of departmental testimonials.