

Managing Human Resources

Course Sponsor:

Manitoba Emergency Services College- Management Program

Target Audience:

Individuals in small, medium-sized, volunteer and full time
Emergency Services Departments.

Course Description:

Duration –36 hours

This course is designed to provide participants with information on
issues surrounding human resources. Topics covered are:

- Position Descriptions
- Performance Evaluations
- Leadership
- Management Styles
- Personnel Performance
- Policies and Procedures
- Budgets
- Media
- Report Writing
- Safety
- Emergency Services

**This course meets the requirements of Fire Officer II NFPA
1021 (1997) (See Fire Officer II Certification).**

Course Objectives:

Course objectives covered are:

- Describe the roles of Municipal, Provincial and Federal
Governments with regard to the creation of by-laws and
Provincial and Federal legislation and regulations as
they apply to the Emergency Services;
- List other agencies that interact on a regular basis with
the Fire Service and be able to describe their roles and
responsibilities;
- Describe methods of motivating personnel within the
department;

- Describe the importance of human resource policies and procedures and be able to develop a human resource policy;
- Prepare a recommendation for changing a human resource policy or procedure;
- Describe leadership styles, and types of leadership authority and power;
- Understand and describe organizational behavior, group and interpersonal dynamics, and effective team building as they apply to the emergency services;
- Describe effective communication techniques and demonstrate these techniques both verbally and written;
- Describe how to identify problems with the department and evaluate solutions;
- Evaluate job performance of members, review job descriptions, and conduct employee evaluation;
- Understand and describe the importance of public education programs and how to access and implement them within the department;
- Understand basic budgeting procedures;
- Understand the basic requirements for developing media and news releases;
- Develop and prepare a report for submission to a higher level of management;
- Develop operational plans for multi-agency operations;
- Understand the causes of unsafe acts, health exposures or conditions that result in accidents or illness; and,
- Review injury, accident and health exposure reports and develop policies and procedures to prevent reoccurrence.

Prerequisite:

- Managing Emergency Services **or**
- Fire Officer 1 (NFPA 1021)

Class Size:

Minimum 12, Maximum 24

Course Location:

Manitoba Emergency Services College

Course Availability:

Please refer to the Manitoba Emergency Services College training calendar, available through the Office of the Fire Commissioner (toll-free 1-888-253-1488) and online at http://www.firecomm.gov.mb.ca/mesc_calendar.html

Cost:

The cost of this course is \$325.00 (cheque payable to the Minister of Finance)

Point of Contact:

Office of the Fire Commissioner
Manitoba Emergency Services College
1601 VanHorne Avenue East
Brandon, MB R7A 7K2
Tel: 204-726-6855
Fax: 204-726-6847
Toll free: 1-888-253-1488
Email: emerserv@govmb.ca
Application Form:
<http://www.firecomm.gov.mb.ca/graphics/ApplicationForm.pdf>

Additional Comments:

- Certification: Candidates will be issued a Certificate upon successful completion of all assignments and group work.
- Materials: Required materials supplied.