

OVERCOMING ADVERSITY LEADING IN UNCERTAIN TIMES

An interactive, 3-part webinar with:

Chief John Buckman | Tim Shurr | Dan Seidberg

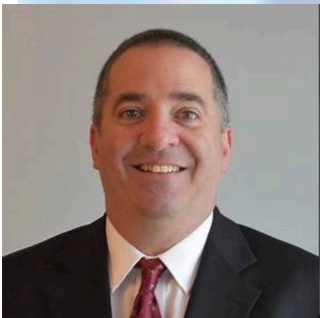
Part 1: Thursday, March 26, 1:00 pm ET

Part 2: Monday, March 30, 7:00 pm ET

Part 3: Wednesday, April 1, 1:00 pm ET

LINK: <https://www.survivingtothriving.me/webinar>

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Dan Seidberg



John Buckman



Gary Ludwig



Tim Shurr

**STARTING
SHORTLY!**

Your Presenters:

Chief John M. Buckman III

Chief Buckman served 35 years as Fire Chief of the German Township VFD, and is currently the Director of Government and Regional Outreach for IamResponding.

He has been involved with the International Association of Fire Chiefs, serving as President in 2001-2002 and he served as Chair in 1994 of the Volunteer and Combination Officers Section. He has authored over 120 articles and presented education programs in each State and Canadian province.



Chief John Buckman

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Your Presenters:

Tim Shurr, MA

President, Shurr Success, Inc.

Tim is a leading expert in Leadership, Communication & Anxiety Reduction. Over the last 25 years, he has facilitated over 15,000 individual coaching sessions and has authored numerous books, audio programs, and online training classes.

Tim has also **partnered with the IAFC's VCOS in providing "Mesmerizing Leadership For Fire Chiefs" online classes.**

www.SurvivingToThriving.me/class

TimShurr.com



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Your Presenters:

Daniel Seidberg

President, IamResponding.com

Dan is a business leader, having founded and run businesses since he was 14 years old. Dan is currently the co-owner and President of IamResponding.com, which is the premier emergency communications system used by 8,000+ emergency response entities and 400,000+ emergency responders.

Dan also serves on the Board of Education of a K-12 public school district.



Dan Seidberg

www.IamResponding.com

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Special Guest:

Chief Gary Ludwig

Gary Ludwig is recognized as a respected national fire and EMS author, leader, public speaker, and expert who has managed two award-winning metropolitan EMS systems (Memphis and St. Louis) and has pioneered many concepts which are now standard practice in fire and EMS systems today.

Chief Ludwig has over 42 years of fire, rescue and EMS experience - and over 40 years experience as a paramedic. He currently serves as the Fire Chief of Champaign, Illinois and is President & Chairman of the Board of the International Association of Fire Chiefs.



Chief Ludwig

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REMINDER:

**All 3 parts of this Webinar Series are being
recorded & available online at:**

<https://www.survivingtothriving.me/webinar>

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BE ADAPTABLE

FOCUS ON WHAT YOU CAN CONTROL:

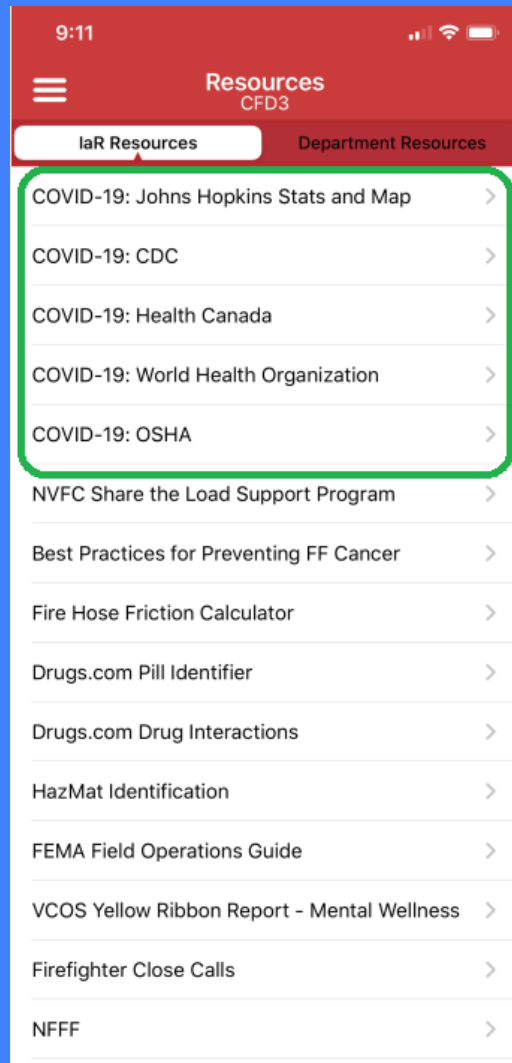
- What staffing do I have, and what are their skills?
Not: People are out; I don't have who I need
- Who can we teach, and who can teach it?
Not: The current staff doesn't know how to do it
- How can we use and adapt the tools and equipment that we have?
Not: We don't have that or are running out
- What do my people need from me, and how can I provide it?
Not: Don't they understand I am busy? Leave me alone!

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Using and Adapting what IamResponding Already Has



Information Resources

We have added links right in all of our apps to factual, current information sources so that your members can have easy and direct access to that information, from anywhere.

You can and should add your own local resources into the same section of the app, under “Department Resources”

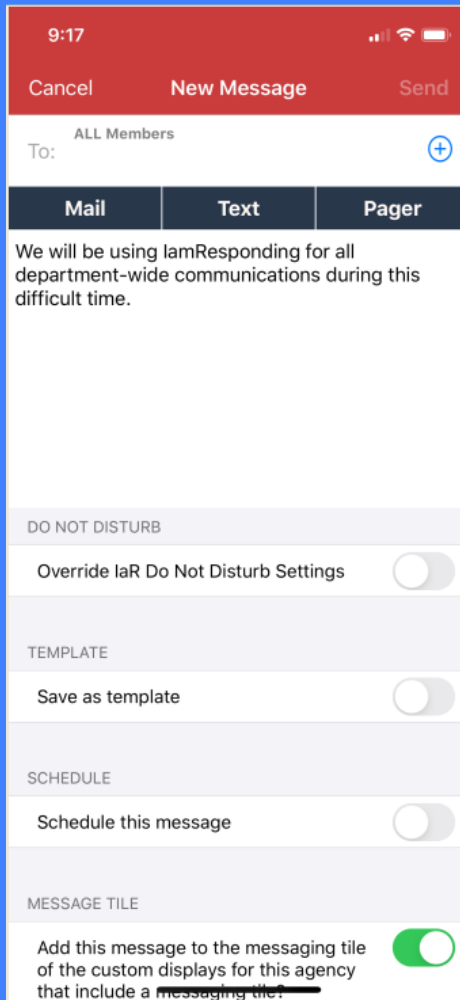
- State protocols
- County protocols
- Your own department protocols

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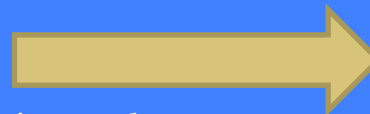
Using and Adapting what IamResponding Already Has



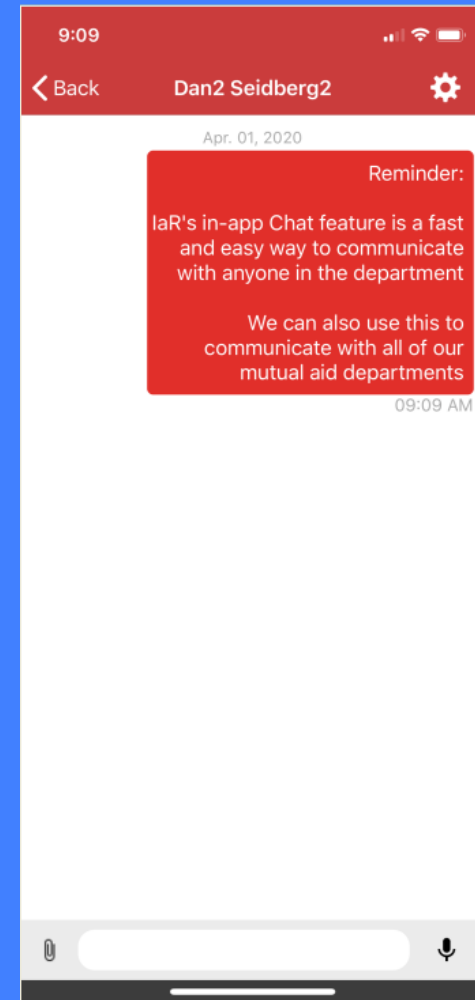
Communication Tools

Easy to use mass-messaging system accessible from anywhere via the IaR app

Reach everyone via app, text and email; add attachments; schedule future messages.



In-app chat to instantly communicate with members, groups, and even anyone from your mutual aid departments.



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Using and Adapting what IamResponding Already Has

9:10

Avail/Unavail Now
CFD3

Mark me as currently: Available ☒

Where? Home ▾

For how long?

4 1/2 hours
5 hours
5 1/2 hours
6 hours
6 1/2 hours
7 hours
7 1/2 hours

Save

Staffing Awareness

Know who is available to respond to incidents at any given time, before the tones drop.

Members can easily update their available/unavailable status from any location, right from their apps.

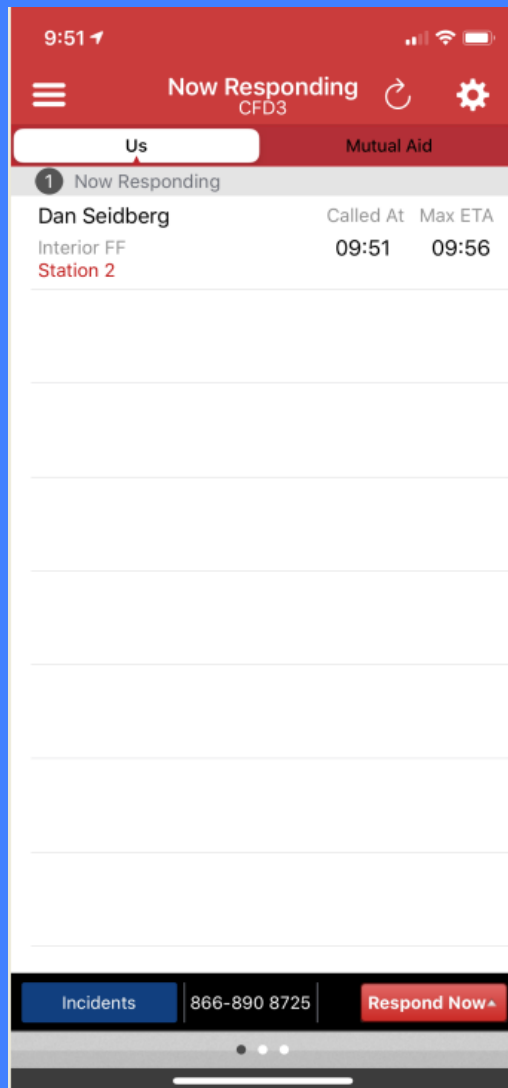
This lets you know, in advance, if you have adequate staffing available, or if mutual aid will be needed.

9:11

On Duty
CFD3

Steve Fuller Operator Available	Fire School Until Unknown
Dan Seidberg Interior FF Available	Home Until 10:00 Apr 01
Chris Doe Evidence Tech Available	Home Until 22:30 Apr 01
Larry Doe Exterior FF Unavailable	OOT Until 23:45 Apr 01
James Doe Driver Fire	Station 1 Until 23:00 Apr 01
Gary Doe Interior FF Fire	Station 1 Until 23:00 Apr 01
John Doe Interior FF Fire	Station 1 Until 23:00 Apr 01
Jane Doe FF/EMT Fire/EMS	Station 2 Until 22:45 Apr 01

Using and Adapting what IamResponding Already Has



Know Who is Coming!

Who is coming?

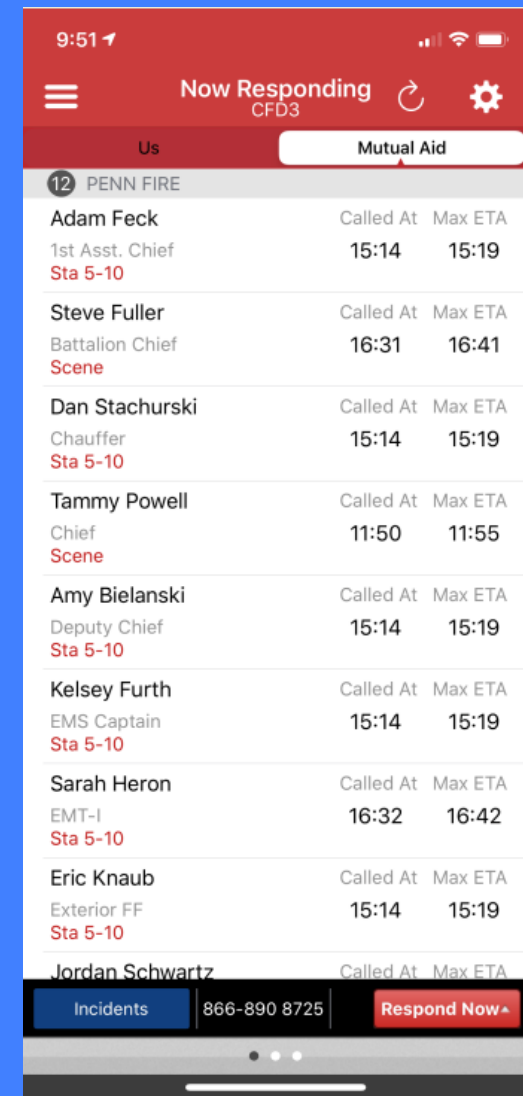
Where are they going?

Do I have enough responders?

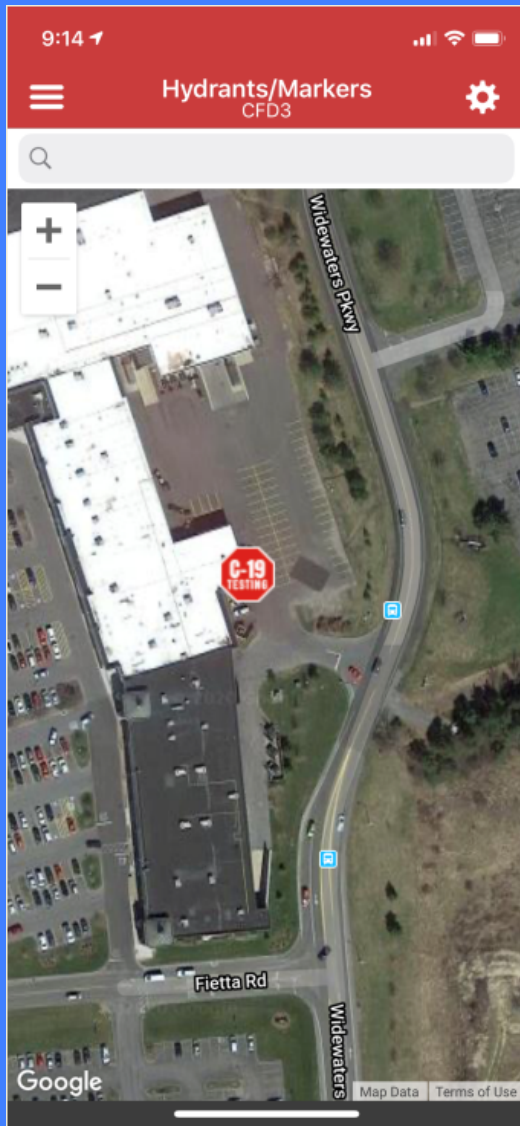
Where are they now?

Do my mutual aid departments
have enough people responding?

**All of this is easily known and
viewable on IaR's apps.**



Using and Adapting what IamResponding Already Has



Map Markers

In addition to the 40+ custom map makers already in the IaR system, we have added specific COVID-19 markers for you to use.

Here, you can see a COVID-19 test site marked on the map.

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Using and Adapting what IamResponding Already Has



IamResponding is being made available for FREE to any regional emergency management team that is not currently using IamResponding, through December 21, 2020

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If You Don't Feel Well

Don't Make It Your Farewell

CHIEF GARY LUDWIG

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Overcoming Adversity!

“SHARING THE LOAD”

ROLES ARE CHANGING
NOT A “ONE-MAN BAND”

JOHN M. BUCKMAN III





Use the
**Incident
Command
System**
to manage the
Coronavirus
incident.

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Incident Command System

Command

Overall
coordination

Public
Information
Officer

Manage social
media/general
media

What FD is doing
and why?

Intelligence

Research
Information

- Safety Officer
- Policy & Procedures current.
- Coordinate communication to members
- Training for members to comply with P&P.
- Liaison
- Multiple Agencies
- Not the normal agencies

Incident Command System

- Operations
- Coordinate *Emergency Response Deployment*
- Planning
- Review/Revise Duties and Responsibilities
- Logistics
- Coordinate the acquisition/delivery of resources
- Finance
- How do we pay for what we need?
- Special ordinances
- Local/State/Federal Funding Sources

Managing
stressful
situations
is similar
to a full
glass of
water.



When the
glass becomes
full it will
begin to spill
over the
edges.

Spilling
creates a new
problem.

Stress is
not being
managed.



Signs You May Not Be Managing Stress:

- Mood swings...
- Weight loss...
- Appetite changes...
- Increased use of alcohol/drugs...
- Sleep is out of whack...
- You get sick more often...
- Aches and pain are flaring up repeatedly and don't subside like they used to.



"SHARING THE LOAD"

**ASK FOR HELP BEFORE
IT IS TOO LATE!**

JOHN M. BUCKMAN III





Overcoming Adversity!

5 STEPS FOR RESOLVING CONFLICT!

TIM SHURR, MA

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5 Ways People Communicate...

Virginia Satir

- **Mother of Family Therapy**
- **5 Levels of Communication**



“PLACATER”

Appease the other person to avoid conflict.

Indirect. “Nice guy”
Passive-Aggressive





“BLAMER”

The fault is always someone else's.

Loses temper!
Doesn't take
responsibility.

“DISTRACTER”

*Ignores threat, hoping it will go away on its own.
Get's caught up in drama and gossip.*



“COMPUTER”

*Hides behind words
and analytical
concepts. Emotionally
closed off.*

Aloof. Distant.
“Not my problem.”



“Leveler”

Transparent

Honest, direct,
accountable
and compassionate
towards self & others.



5 Steps For Resolving Conflicts!

1. Be clear in your intentions.

What's the best possible outcome
& how can you move towards it?

Start with the 'The End' in mind!

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5 Steps For Resolving Conflicts!

2. Intervene to prevent further harm. This means **getting involved right away** rather than *after-the-fact*.

Put fires out when they first spark!

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5 Steps For Resolving Conflicts!

3. Find people's **strengths** and **speak** in a way that **offers** **opportunity** rather than criticism.

Seek out “positive intention”
of everyone involved!

5 Steps For Resolving Conflicts!

4. Debrief all relevant parties.

After you start the conversation, share what's happened with those directly involved so **people are hearing it straight from you** and not through the interpretation of others.

Control the “STORY!”

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5 Steps For Resolving Conflicts!

5. Remain aware of how **your response to the situation influences those around you.** Always appreciate the fact that **others will replicate the behavior of their leaders.**

Be the “EXAMPLE!”

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How *Mesmerizing* Leaders Resolve Conflict

Average Leader

React Without A Plan

Ignores / Hides / Too Busy

Placates / Blames

Distracter / Computer

Injects Own Opinion &
Attempts To Shut Down
Communication

Returns To What They Were
Doing

Forgets About It

Mesmerizing Leader

Get Intentional Before Responding

Quickly Intervenes

Leveler

Seeks Out The Positive Intention
Of All Parties Involved

Debriefs All Relevant Parties To
Control The Story.

Thinks About How To
Improve Response In Future

Mesmerizing Leadership Class – April



100%

ONLINE

WEBINAR TRAINING
with **Tim Shurr, MA**



You are well-trained in the **HARD SKILLS** of the job. Yet, most haven't had adequate training in the **SOFT SKILLS** of leadership... until now!

MESMERIZING LEADERSHIP CLASS FOR FIRE CHIEFS!

Discover How to **QUICKLY IMPROVE**
Productivity, Communication & Morale
Within Your Fire Department, *Without Having*
To Invest Thousands, Read Leadership Books,
Or Leave The Comfort Of Your Home!

BECOME A POWERFUL LEADER WITHIN YOUR FIRE DEPT!

In partnership with
IAFC's VCOS

We have classes coming up in Spring, Summer, and Fall 2020.
LEARN MORE >>: www.survivingtothriving.me/class

Q & A

“We Love Questions!”



REMINDER:

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