

STEP UP AND LEAD

Leadership & Team Building Seminar

Presented by



Deputy Chief
Frank Viscuso

Saturday June 8th 2019

8:30 AM

**Holland High School
Auditorium**

600 Van Raalte Avenue

Holland MI, 49423

Hosted by Holland Area Fire Departments

*(Graafschap, Holland, Holland Twp., Park Twp. Port Sheldon
& Saugatuck FDs)*

Register in SMOKE (Course # 2019-2-70-Q64C-0325)

\$10.00 Registration Fee Per Person (Covers Meals)

Register by May 31, 2019 ALL FEES DUE BY JUNE 3

Make checks payable to: The City of Holland

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. Deputy Chief Viscuso will also cover the necessary leadership skills that are needed 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. DC Viscuso will also introduce proven theories, methods and techniques that can help your organization provide exceptional customer service and make a great impression on the people they come in contact with on a daily basis.