

NFA Direct Delivery

Executive Skills Series Exercising Leadership Through Difficult Conversations

City: Schertz, TX

County: Bexar

When: March 30-31, 2020, Mon-Tues 0800-1700

Where: Schertz Fire Department Station #3, 11917 Lower Seguin Rd., Schertz, TX 78154

Fee: No Charge. Must Pre-Register by April 15, 2020.

Registration: Register Online with TEEX: <https://bit.ly/2N9ey0z>

Registration is limited to 20 participants



Audience: All members of Volunteer, paid, or part-paid departments of cities and Industries who want the latest training in firefighting and related skills.

Classes are subject to change/cancellation without notice

Description: This course, students are introduced to the adaptive leadership model and how the model relates to being in an authority role and exercising leadership. They will examine the sources of power and the limits of one's authority. Students will also focus on defining difficult conversations and recognizing when they should occur, analyzing the elements of a difficult conversation to appropriately plan for its conduct, and examining how their own personal feelings and traits play a role in a difficult conversation. Additionally, students will examine several tools for conducting difficult conversations, including the Ladder of Inference tool, the Left-Hand Column tool, and the Balancing Inquiry and Advocacy tool. Finally, students will focus on conducting a difficult conversation. They will learn several leadership skills that are useful in conducting a difficult conversation, and go over the five steps for conducting a difficult conversation. By the end of the course, students will have developed a plan for conducting a difficult conversation in their lifetime. The purpose of this "Executive Skills Series: Exercising Leadership Through Difficult Conversations" (ESS: ELTDC) course is to provide knowledge and skills in having difficult conversations in order to exercise leadership when addressing adaptive challenges.

Topics: The Adaptive Leadership Model, Authority and Power, Creating a Plan for a Difficult Conversation: Identifying the Issue, Creating a Plan for a Difficult Conversation: Analyzing the Elements, Tools for Difficult Conversations, Conducting a Difficult Conversation

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For more information: Fire Chief Kade Long klong@schertz.com 210-619-1300

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