



Managing Challenging Situations in the Fire Service: A Certificate Program



bernardicentre
Training & Transformation

About the program

Leading in the fire service presents unique challenges. Leaders must balance the trust and camaraderie essential to a strong culture with the challenges of leading effectively. This course will equip leaders in the fire service with the knowledge and skills to conquer workplace challenges and drive positive change.

This course is geared to current and aspiring leaders in the fire service including Chiefs, Deputy Chiefs, Platoon Chiefs and District Chiefs.

After completing the program, participants will be better able to:

- address the unique challenges of the fire service
- lead and foster a positive and cohesive workplace culture
- resolve conflict and achieve successful outcomes in challenging conversations
- cultivate a productive relationship with the firefighters' association and the municipality as a whole

We will discuss:

- how to heal divisiveness and create a respectful, psychologically safe and inclusive culture
- tools for motivating teams and facilitating change
- conflict resolution skills and how to have difficult conversations
- maintaining an effective working relationship with the firefighters' association
- establishing a collaborative relationship within the municipal corporation
- labour relations & collective bargaining strategies
- successfully transitioning from firefighter to officer
- managing people and holding them accountable
- reducing and responding to grievances



January 9-11, 2024



9:00 a.m. – 4:00 p.m. (each day)



GTA



2,725 + HST



certificate program



comprehensive handouts



highly interactive



skill-building exercises

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Registration Form

Please complete the form below and email a copy to bernardicentre@hrlawyers.ca

Name	_____
Title	_____
Organization	_____
Address	_____
City	_____
Postal Code	_____
Telephone (_____) _____	Facsimile (_____) _____
Email	_____

Fee: \$2,725 + HST per person. A 20% discount will be applied if 2 or more people register from the same organization

Method of Payment: Visa MasterCard E-Transfer*

Name of Cardholder: _____

Card Number | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ |

Security Code | _ | _ | _ |

Signature _____ Expiry Date | _ | _ | / | _ | _ |

Billing Address _____ City _____ Postal Code _____

**Payment must be received in advance*

***If paying by e-transfer, please send the e-transfer to msaravo@hrlawyers.ca**

HST # 754305118RT0001

Refund Policy: Refunds will be given for cancellations received in writing 48 hours in advance, subject to a refund levy of \$28.25 (includes HST). No refunds will be given for cancellations received after this date but a delegate substitution is welcome at all times. If you register less than 48 hours in advance, your registration is considered final.