



# Watch Desk Strategies

## The House is Burning (4 Hours Didactic)

Conflict is a reality in the fire service and often prevents mission success.

The traditions that have governed our service for over a century are being called into question, and instead of unifying our team, opposing personalities lead to division and conflict. Many are consumed by the idea of skipping ahead to resolution, ignoring that we operate in a world where our company officers need to manage a diverse workforce. Job vs. calling, young vs. old, and a complete lack of accountability are just some of the cultural issues that your company officers face daily.

Conflict is a reality; how your members handle it will define your agency.

Our course is built with concepts designed for the firehouse:

- Lean into conflict and understand its effects on your team.
- Address the conflict before mission failure.
- Be the decisive officer your crew needs.

### Targeted Themes

- Understanding how conflict is caused during day-to-day operations
- Establishing their position in the conflict
- Listening to understand, not command
- When does conflict become mission-critical