This two-day course is designed to assist first- and second-level supervisors and Company Officers (COs) in developing knowledge and skills in contemporary approaches to organizational problem-solving. Topics include use of creative approaches to identifying trends within their organizations; applying problem solving methodologies; the importance and application of continuous improvement within organizations; how to quantify problems and solutions; factors in organizational and individual resistance to change; and strategies for implementing change. The course incorporates facilitated, student-centered methodologies, including lecture, small and large group activities, and individual assessments.

The goal of this course is to provide students with a contemporary approach to organizational problem-solving. The purpose of this course is to provide fire service personnel who aspire to management roles with the skills they need to identify, prioritize and solve organizational problems.

**Student Criteria**

- First- and second-level supervisors and COs who are upwardly mobile within their organizations and whose department head wishes to prepare them for increased managerial responsibility.
- Administrative officers who are responsible for significant staff functions within the organization and who report directly to top management.
- Emergency service workers assigned to positions with decision-making responsibilities.

**DATE:** Sunday, April 14 and Monday, April 15, 2019

**TIME:** 0800 – 1700 hours each day

**LOCATION:** Wenatchee Convention Center
121 N Wenatchee Ave
Wenatchee, WA 98801

**FEE:** There is **NO COST** for this class

**PREREQUISITES:** None

**LUNCH:** Coffee, water and snacks will be available. Lunch will not be provided

**STUDENT IDs:** Registration requires an identification number; a student number can be obtained online at [https://cdp.dhs.gov/FEMASID](https://cdp.dhs.gov/FEMASID)

**REGISTRATIONS & COURSE CONTACT:** [http://www.washingtonfirechiefs.com/Sections/FireTrainingSafetyandOfficers.aspx](http://www.washingtonfirechiefs.com/Sections/FireTrainingSafetyandOfficers.aspx)
Bob Jones Bob.Jones@wsp.wa.gov (Non-Symposium Attendees)