Problem Solving for Fire Officers
The 1st Step: What is the Problem?

“A problem well stated is half solved”

Charles Kettering
Kenya 2019 Leadership Class:

34 Students
  10 Chief Officers
  4 Deputy Chiefs
  7 Station Officers
  10 Firefighters
  3 EMTs

442 Years of Service (from 0-34)
Average years of service = 13
Kenya 2019 Leadership Class:

Reasons for Attending:
Learn the skills of Leadership
Teamwork
Lead myself
Learn – Education never grows old
Learn, Lead, and Manage
Improve the efficiency of my department
Learn tactics of leading people
Give to my community
Five Steps Embedded in Every Solution

1. What are the Objectives?
2. Who will do the work?
3. What will be done?
4. How do we communicate?
5. How will we stay safe?
Incident Command System (ICS) Forms

ICS 202: Incident Objectives
ICS 203: Organization
ICS 204: Assignment List
ICS 205: Communications Plan
ICS 206: Medical / Safety Plan
Have a Plan; or Plan to Fail

1 – Identify the Problem – Look for the WHY
Why is this a Problem?

What are the Five Steps in the solution?
What Problems do You Face?

What are the Five Steps to Solve Them
Small Group Activities

- With your group, identify ONE core challenge or problem your fire department faces
- Develop an Action Plan (with the 5 Elements) to solve it
- Present to the Class