



GREATER NAPLES FIRE RESCUE

Presents

OFFICER LEADERSHIP DEVELOPMENT

Overview of Course: The leadership seminar will cover the specifics of leadership that are practical and crucial to effective leadership. It will highlight a leadership model that includes coaching, mentoring, and counseling for leaders using real-life situations, case studies and exercises.

The emphasis for this course is to develop each officer into the most effective officer possible. The leaders will learn how to tap into the resources of their personnel for the benefit of increasing the results to better their performance.

The course includes:

- How to improve communication skills, building self-esteem, and improve active listening.
- How to positively confront below-standard performance and modify behavior for improved results.
- How to conduct a counseling meeting that is productive and goal driven.
- How to use conflict management styles to improve the work environment.
- How to analyze developmental needs using leadership styles and the techniques of coaching, mentoring, and counseling.

State of Florida FCDICE approved for six hours CEU's #ATPC13329

Instructor, Fire Inspector, Fire Code Administrator

Bob Norton has over 25 years of experience focused on coordination, direction, strategic development, implementation, and leadership development for Fortune 500 companies. He has been a motivational keynote speaker for many fire rescue conferences and Fortune 500 companies. Mr. Norton is the CEO/founder of Norton Development Group and CEO of Tenzinga, an employee performance management system.



DATE	August 23, 24, or 25, 2017 9:00 AM – 4:00 PM
LOCATION	2700 Horseshoe Drive North, Naples, FL 34104
COST	\$100.00 per person <u>\$75.00 per person – Early registration through August 11th</u>
RESERVATIONS	Ms. Judy Schleiffer (239) 348-7540 or jschleiffer@GNFire.org