LEARNING FROM LEADERS

Presents: **Step Up and Lead!**
With: Frank Viscuso (Kearny, NJ)

SOCAL: 06/21/16

10601 Church Street #107, Rancho Cucamonga (CA)
Register: redhelmettraining.com

NORCAL: 6/20/16

Chevron Research Auditorium
100 Chevron Way: Gate 14, Richmond (CA)
Register: firenuggets.com

>> instructor bio <<

Step Up and Lead!

Every organization's culture is either created by design or default. Creating a culture of exceptional service does not happen by accident. This seminar begins with a discussion on the highest rated emergency service leadership traits. Chief Viscuso will also cover the necessary leadership skills that are needed in order to motivate teams and maintain discipline within your organization. Topics will include; mentoring and succession planning, critiquing others, delegating, preventing freelancing, technical report writing, taking on administrative tasks, dealing with insubordination, conducting a post incident analysis, building morale, and leading an organization through change. Chief Viscuso will also introduce proven theories, methods and techniques that can help you and your organization provide exceptional customer service and make a great impression on the people you come in contact with on a daily basis.

> *"The most effective leadership principles I have learned have come from strong leaders within the fire service. Some fire officers are great at leading around the fire station. Others are born to lead on the Fire ground. Every so often you come across a fire officer leader in both environments. Deputy Chief Frank Viscuso is one of those leaders. For years, Frank has been educating and motivating people at his seminars. His most popular teaching is based on the leadership and team building skills that are featured in Step Up and Lead, where he draws from his personal experiences as a Fire officer and provides proven techniques that will benefit anyone who is looking to lead a successful team."*
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> *- Deputy Chief Vincent Dunn, FDNY (Ret) / Former Deputy Chief*

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