

Group Development and Team Cohesion

- Team Cohesion Process
 - Stages
 - Task Cohesion
 - Team Cohesion
- Building Commitment
- Change Management
- Communication (to be covered in section 4)
- Decision-Making

Effective Team Characteristics

- What Makes a Team Player
- Personality Diversity
- Critical Thinking and Problem Solving

Conflict Resolution

- The Benefits of Conflict or Variance
- Resolving Conflict
 - Direct Approach
 - Bargaining
 - Enforcement
 - Retreat
 - De-Emphasis
- Four Ps to Resolution
 - Statement of *Problem*
 - Past* History
 - Policy*
 - Possible* Solutions
- Dealing with Difficult People

Communication Strategies

- Communication Process
- Breakdowns
- Communication Styles
- Communication Skills
 - Biases and Assumptions
 - Use of Feedback
 - Questioning
 - Active Listening
 - Nonverbal Communication
 - Written Skills
- Communicating Under Stress
- Effective Meetings and Briefings

Understanding Leadership

- Leadership
 - Nature versus Nurture
- Leadership Styles
- Qualities, Skills Sets, and Principles
- Leading From Within
 - Importance of Attitude
 - Integrity
 - Ethical Decisions

Personal Stress Management

- Physiology of the Stress Cycle
 - Overall Stress Profile
 - Personal Responsibility
- Positive Coping Strategies
 - Direct versus Indirect
- Fatigue Prevention
- Burnout
 - Indicators of Burnout

Goal-Setting

- Personal and Organizational Goals
- Writing Effective Goals

**This course was developed in the Pacific Northwest for non fire-line personnel (ie Finance Unit, Logistics Unit, Plans Unit, Dispatch, Tanker Base, Timber , Civi-culture, Law Enforcement, front liners etc...) It has received great reviews since its first presentation a few years ago.

**Doug Booster is the developer and presenter for this course session and is well known as a dynamic speaker. Doug has been highly involved in the development and delivery of leadership courses such as L-380, L-480.