



20 Benefits of the Managing a Fire Company Training & Certification Program



1. Validated by a diverse group of subject matter experts (SMEs).
2. Standardizes training and preparation for current and aspiring Company Officers.
3. Creates a training setting/environment that fosters two-way communications between upper management and the supervisors of the organization.
4. MFC's evaluation-based training system provide company officers with a "road map" on how to effectively manage subordinates along with delivering excellent customer service.
5. Comprehensively covers the "real life" material a Company Officer requires to effectively manage a fire company on a shift to shift basis.
6. Every student who goes through the training program receives the same, predictable, consistent message.
7. Prepares a person to effectively manage the HR aspects of their job BEFORE they are actually in charge of it.
8. A training and certification program that focuses on 80% of what we actually perform as an organization, which is providing Emergency Medical Services to our communities.
9. Prepares a person to effectively manage and communicate with their customer base when delivering EMS services BEFORE they are actually in charge of it.
10. Provides a very comprehensive and extensive set of resources and an ongoing training portal to help a department continually educate and improve providing excellent customer service while enhancing the resiliency and mental wellness of the workforce.
11. Creates value in fire department employees by demonstrating how important they are to the organization.
12. Reduces the overall HR liability inside of a fire department.
13. Greatly reduces a department's Title 7 liability.
14. Trains employees on having difficult conversations, thus better preparing them for their role as a Company Officer and creating confidence within themselves.
15. Trains and informs officers on how to more effectively communicate and interact with their boss and the organization above and around them.
16. A program that can serve as and a set of resources to assist the Company Officer in the day to day management of their crew.
17. Places a heavy focus on managing the mental health and wellness of the members of the fire department which can reduce sick leave use and firefighter suicide.
18. Provides an opportunity to identify policy and procedural gaps within the fire department.
19. Can serve as a platform for Company Officers on your department or in your area to communicate with one another which fosters good relationships.
20. Provides a state of the are learning management system (LMS) that provides local instructors with a quick and easy way to manage the certification and continuing education processes.