

Course Format

Accessed through the internet, there is no set meeting time for these courses allowing participants to attend class at a time most convenient to them. Reading selections, discussion topics, and hands-on assignments are posted once a week in the online classroom. Web tools are provided for communication with the instructor and between participants.

Why earn this credential?

Many people find themselves serving as EMS Captains or Leaders. They are trained to be top-notch EMTs, but not necessarily trained in how to be an EMS Leader.

These modules are designed for interaction with other EMS Leaders. Continuing sessions at symposia following each of the modules will allow for further questions, dialog, collaboration and information.

Successfully completing the six modules, over a time span of two years, provides you with a workforce credential and certificate in EMS Leadership and Management 101.

What will it cost?

The full credential (six modules) is \$1,150 plus \$69 for the start-up package*

- Year 1: \$644 (includes start up pkg.)
- Year 2: \$575

Three modules per year

Modules can be taken individually for \$199* each.

* The Start-Up Package (\$69) is a one-time purchase no matter how many modules are taken. It includes a headset, "The History of Modern EMS" DVD narrated by Jim Page, and an orientation session on the use of online tools.

How this program came to be:

Mike Motti, SEARHC EMS Director, has been in the EMS field nearly 30 years. Through serving as an EMT, observations, and conducting surveys, he found that many EMS people have been equipped with EMS skills, but were not given all the tools needed to serve as an EMS Leader. He thought "Wouldn't it be beneficial to help people with some of the skills needed to effectively run a squad?" He was instrumental in working with the State of Alaska to support the development of a series of mini courses (modules) and with educator Kathryn Winslow to design the instructional material for this program.

Sanctioned by
State of Alaska: Department of Health and Social Services



Contact Information

For further information or to register, call
1-800-478-6653 and ask for Sue or Jill.

Or call Community Education at UAS:

Sue Barlow (907) 747-7762

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or

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You can also visit the EMS

Leadership and Management Website:

<http://www.uas.alaska.edu/sitka/EMS.html>

EMS

LEADERSHIP AND

MANAGEMENT 101

UAS WORKFORCE CREDENTIAL
delivered in six online modules



SITKA UAS UNIVERSITY OF ALASKA
SOUTHEAST

EMS

LEADERSHIP AND MANAGEMENT 101

MODULES

Foundations of the Local EMS Squad

- How modern EMS came to be
- Where we are now
- Where we may be going
- Symbolism behind the patches we wear
- Mission/vision statements
- Goal setting

Effective Communications

- Hone communication skills with local agencies, small and large groups, and individuals
- How to communicate in an emergency
- Review of ICS
- How to identify community-specific communication issues
- Using technology as a communication tool
- Effectively use verbal and non-verbal communication
- How to communicate with volunteers and paid staff
- Utilize appropriate techniques for handling difficult people and situations
- Demonstrate techniques for making positive impact and influencing others
- Demonstrate active listening skills
- Give accurate and specific feedback

Managing Time & Paperwork

- Staying on top of paperwork, keeping it moving, finishing it, and filing it
- Prioritizing situations and things to do
- Delegating
- Training schedules, getting the word out, how to systemize keeping track of attendance, number of trainings a volunteer attends/misses, and ensuring all staff/volunteers are current with certificates
- Completing and keeping track of the confidential medical and legal reports
- Crisis management

Leadership & Influence

- How to facilitate change
- How to motivate people to commit their energies and expertise to achieving the shared mission and goals of the emergency management system
- How to build and rebuild trust
- Using personal influence and political savvy
- Leadership theory
- Training others to be leaders
- Leadership from within
- Maintaining quality leaders

Teambuilding for EMS

- Generate/share ideas on how to build teams
- Apply strategies on team building
- Identify the benefits of working as a team
- Strengthen team building of the local EMS squad; improve morale
- Collaborate and cooperate with other divisions in the department, community organizations, and public safety agencies (develop a plan on who to partner with and how)
- Ensure all people know what the goal is

Recruitment & Retention

- Articulate benefits/challenges of having volunteers (also benefits and challenges of paid staff)
- Clarify recruitment process
- Write (or locate and update) job descriptions
- Put job analysis process in place
- Evaluate existing performance reviews, update if needed
- Schedule regular performance reviews for department members
- Evaluate importance of retention and why it may be more important than recruitment
- Identify how motivating and managing paid staff may be different from volunteers
- Implement motivating factors for volunteers and paid staff
- Know and apply the 12 steps to keeping volunteers
- Improve retention rates

