

**J. Sargeant Reynolds Community College
Course Content Summary**

Course Prefix and Number: FST 237

Credits: 3

Course Title: Emergency Service Supervision

Course Description: Teaches the history of modern management theories, including scientific management and behavioral scientist approach. Introduces concepts of group dynamics, leadership, communication, stress and time management, and personnel evaluation techniques. Discusses the legal and ethical considerations of personnel management in the emergency service. Lecture 3 hours per week.

General Course Purpose: The purpose of this course is to provide the fire science student with an understanding of the basic concepts in emergency service supervision and management in the fire service, as well as develop critical management and supervisory skills. The course serves as a requirement for the Fire Science Technology AAS - Emergency Services Leadership Specialization.

Course Prerequisites and Co-requisites:

None

Student Learning Outcomes:

Upon completing the course, the student will be able to

- a. Describe the historical development of leadership concepts;
- b. Distinguish the differences of major leadership theories relevant to emergency services;
- c. Interpret examples of real world leadership within emergency services;
- d. Explain the physiological and emotional factors in emergency services leadership;
- e. Respond to ethical dilemmas and ambiguous decision points when assuming the leadership role;
- f. Identify the conflict resolution processes; and
- g. Recognize the political environment surrounding leadership positions.

Major Topics to Be Included:

- a. Supervisory challenges in the 21st century
- b. Establishing goals
- c. Designing and implementing controls
- d. Problem-solving and decision-making
- e. Human resource
- f. Employee appraisal
- g. Motivation
- h. Communication
- i. Change and stress
- j. Organizational politics

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