

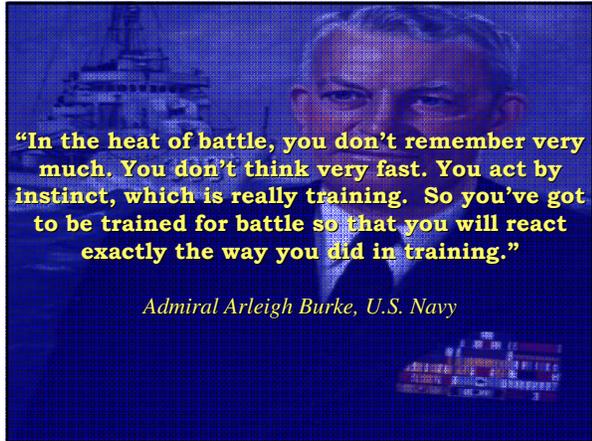
Motivating Firefighters to Learn

Presented
by
Division Chief
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Fishers Fire
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IFIA President



“In the heat of battle, you don’t remember very much. You don’t think very fast. You act by instinct, which is really training. So you’ve got to be trained for battle so that you will react exactly the way you did in training.”

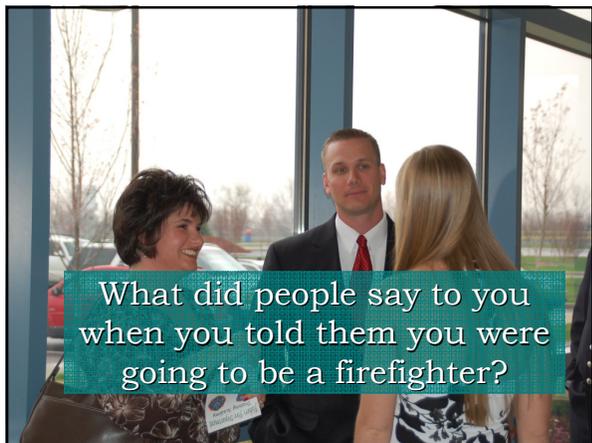
Admiral Arleigh Burke, U.S. Navy



To learn how to motivate firefighters, you must first learn what motivates you!









What firefighters want

- To be protected
- To be taken care of
- To be kept informed
- What else???



Protect them from...

- Getting killed
- Getting hurt
- Getting sick
- Going nuts
- Getting embarrassed
- Getting fired
- Looking and feeling stupid

Taking care of them includes...

- Recognize them as a person
- Create a sense of belonging
- Provide a sense of security
- Treat them fairly
- Provide SAFE working conditions
- Listen to them
- Allow them the opportunity to prove themselves
- Promotion/advancement opportunities
- Clear expectations

Keeping Them Informed

- Expectations up front
- Changing Standards
- New techniques
- New technology exists
- Policies or procedures change

Adult learning is...

Problem-centered, not content-centered

Evaluation based

Incorporates experimental activities

Permits and encourages active participation

Past experiences welcomed

Plan between instructor and student

Collaboration between instructors and students

Principles of adult learning

- Present material in "bit-sized" chunks
- Present new information that is meaningful and practical
- Present one concept at a time
- Provide feedback
- Practice learning as a self-activity
- Accept that people learn at different rates
- Recognize that learning is continuous
- Learning results from stimulation

Principles of adult learning (cont.)

- Enhance learning with positive reinforcement
- People learn by doing.
- Whole-part-whole strategy
- Support the team environment
- Training must be properly timed. Present information immediately before it is needed.

Let's Narrow it Down To What Firefighters Want To Know...

Training In Context

They want to know...

“What do I need to know?”
and
“How is this going to help me do my job?”

Characteristics of Adult Learners

- First hand experience
- Set habits and strong likes (and dislikes)
- Great deal of pride, but ways of “showing it” varies
- Have tangible things to lose
- Preoccupations outside the learning environment
- Developed group behavior consistent with their needs

Characteristics of Adult Learners (cont.)

- Established rational framework for decision-making
- Respond to reinforcement
- Strong feelings about learning situation
- In most cases want to better themselves
- May have prejudices
- Need to apply what is learned- NOW!
- Want to be competent
- Want choices in what they learn
- Like “creature comforts”

Rules for Success

- Learn your job
- Be loyal to your department
- Be aggressive in pursuit of your education
- Be cautious, guard your speech
- Inspire confidence and respect. Lead by example.
- Be humble in both praise and criticism received.

Tips for Company Officers (and others)

- Take Stock in yourself
- Vital Link
- Rules for Succeeding in the Fire Service
- Personal Responsibilities
- Size up you crew (your department)
- Communications and Getting Along
- Regaining Confidence of Your Crew

Timeless Basic Boss Routines

- Tell them what you want
- Give them the tools/ training to do the job
- Get out of their way and let them perform
- Tell them how they did
- Help them to get better

Motivational Techniques

- Data- Training Records
- Competition
- Leading by example
- Make it personal
- Case Studies
 - NIOSH
 - Firefighterclosecalls.com
 - Nearmissreporting.com

Characteristics of a Motivating Instructor

- Offers expertise
- Has Empathy
- Shows Enthusiasm
- Demonstrates Clarity

Offers Expertise

The instructor must:

- know something beneficial to the firefighter,
- have a thorough grasp of the content,
- and have the ability and be prepared to convey the information to the firefighter.

NO WINGING IT!!!

Empathy

- Understand where the learner is coming from.
- What issues are going on with the firefighter at this moment that may affect their ability to learn?

Show Enthusiasm

Have you ever heard this?

“Bare with me, this stuff is boring...”

**How can you expect the firefighter to
be excited about the subject when you are not!?!**

Enthusiasm is

...the person's inner feelings as they are expressed in an outward behavior. An enthusiastic instructor is a person who cares about and values his subject matter and teaches in a manner that expresses those feelings with the intent to encourage similar feelings in the learner. Emotion, energy, and animation are outwardly visible in the person's instruction.

Raymond Wlodkowski

Demonstrates Clarity

- Thinking on your feet
- Articulating well
- Avoid "um" or "ah"

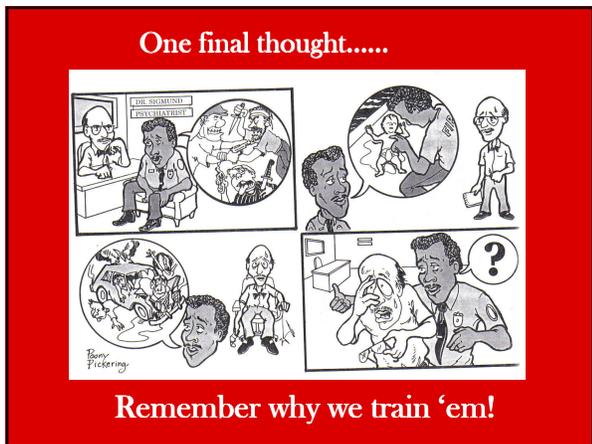
Let's talk
about
training
challenges
you face...





The mediocre teacher tells. The good teacher explains. The superior teacher demonstrates. The great teacher inspires. ~William Arthur Ward

If you think education is expensive, try ignorance. ~Derek Curtis Bok



One final thought.....

Remember why we train 'em!

1-800-235-0282
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Training Indiana's Firefighters For The
Future

