



Volume 23, Number 279

Everyone Goes Home

Weekly Fire Drill

Interpersonal Communications

Communications at the Company Level

Background: The officer must have great communication skills in order to make the company function well. Daily routine events to fireground operations require the officer to communicate expectations to the crews they supervise. One of your primary responsibilities should be that of communicating your expectations to your crews covering everything from training to discipline to setting the work details for the day.

How Do You Communicate the Following to Your Crews?			
Daily shift duties	Riding assignments or tool assignments	Orders to charge a line on a fire operation	Performance expectations during a training session
Your views on specific department procedures or policies	General orders or directives from Command level staff members	Performance improvement plans during evaluations	Critiques or post-incident analysis information
Disciplinary discussions on personnel performance	Work details that require a lot of explanation or information from you to the firefighter	Hazards that are high risk or potentially dangerous to their safety	General communications to a rookie firefighter compared to those to a veteran firefighter

Good Communications Are:

- **Clear**
⇒ Easily understood
- **Concise**
⇒ Direct to the point
- **Compact**
⇒ Not to wordy
- **Compatible**
⇒ With receiver and medium
- **Complete**
⇒ Understood and acknowledged

We Can't Afford a Failure to Communicate

Fireground Communications Order Model:

Use the To / From Method

“Engine 1 From Command”
“Dispatch from Engine 1”

This alerts the receiver that you wish to communicate with them and identifies who is calling

Preferred Fireground Communications Method:

Face to Face

Provides opportunity for discussion, feedback and clarity

Elements of Communication

- **Sender**
⇒ Originator of message
- **Receiver**
⇒ Message being sent to
- **Message**
⇒ Thought or information to be relayed
- **Medium**
⇒ How message is conveyed
- **Feedback**
⇒ Acknowledgement of message