



Company Officer Problem-Solving

No. MS-2011-3 June 29, 2011

Learning Objective: The student shall learn problem solving steps to assist the Company Officer (CO) in handling day-to-day operations of the fire department.

A CO is responsible for accomplishing many things. There are two critical skills that help with completion of tasks: knowing how to allocate the proper resources to solve needs and to determine if you alone, or others, are needed to solve a problem.

As a CO, you have many opportunities to learn about leadership and management. Electing to take courses or workshops helps to build your skills and knowledge. Research using the Internet also provides a no-cost alternative for updating your knowledge.

When faced with the need to solve a problem, you have choices, as to who can best handle the situation.

It is the CO's responsibility to identify and solve problems that can be taken care of at the company level and to inform management about other critical problems that require upper level attention.

The CO must make judgments/decisions about whether existing processes are adequately meeting individual and group needs of the company. Problems generally arise when existing processes fail to meet existing needs. The CO then must establish problem-solving priorities and/or seek guidance from upper management.



Students attending the *Decision Making at Multi-Alarm Incidents* class.

PROBLEM-SOLVING STEPS

1. Gather the facts.
2. Make a decision.
3. Act on the decision.
4. Check on the decision.