

Fire and Emergency Services Company Officer
Lesson 6 — Interpersonal Communications

Assignment Sheet 6-1
Apply the Interpersonal Communications
Model to an Emergency Situation Scenario

Name _____ Date _____

References

Fire and Emergency Services Company Officer, 4th Edition, pp. 123 - 138
NFPA 1021, 4.2.1

Introduction

As an effective leader, a fire officer must be able to communicate with others. Communication skills rank directly below a persons leadership capability regarding the attributes most employers find desirable for new employees. Emergency scene communications are a critical portion of a fire officers required skill set. The fire officer must be able to proficiently apply interpersonal communications through direct contact or over the radio with others during emergency situations.

Directions

Using the information presented lesson 6 as a reference, answer the following questions.

Activity

1. List the six “basic” interpersonal communication elements.

a. _____

b. _____

c. _____

d. _____

e. _____

2. Of the six “basic” interpersonal communications elements, which element allows the participant to recognize and overcome potential barriers to effective communication?

3. Describe the three characteristics of words as symbols.

a. _____

b. _____

c. _____

4. Listening is probably the most important communications skills described in the manual. List the five major components of this process and briefly explain each.

a. _____

b. _____

c. _____

d. _____

Scenario 1

As a company officer you have been dispatched to a residential structure fire. Upon arrival the Incident Commander (IC) assigns your company, by radio, to advance an attack line through the front door to the interior of the structure for fire suppression and while keeping Command apprised of your progress.

5. In this example who is the sender?

6. What are the main points of the message that must be communicated?

a. _____

b. _____

7. How is the message transmitted?

8. What is the medium of the message?

9. Who is/are the receiver(s)?

10. Describe the possible sources of interference that may prevent the receiver from fully receiving the message. Categorize these sources as either internal or external in nature.

a. _____

b. _____

c. _____

d. _____

e. _____

11. Is feedback necessary? If required, describe what feedback would be appropriate.

Scenario 2

As a company officer on Ladder 4 you have responded to a structure fire involving a small mercantile occupancy. Upon arrival Command (Battalion 19) assigns you to perform vertical ventilation operations “on the roof”. Command has instructed you to coordinate your efforts with the Interior Division, Capt. Bronson. Following the laddering of the building and checking the roof for structural stability you contact Interior Division by radio and tell him that Ladder 4 is preparing to ventilate the roof. Once Interior Division confirms that they are ready, Ladder 4 ventilates the roof.

12. In this example who is the sender?

13. What are the main points of the message?

a. _____

b. _____

14. How is the message transmitted?

15. What is the medium of the message?

16. Who is the receiver(s)?

17. Describe the possible sources of interference that may prevent the receiver from fully receiving the message. Categorize these sources as either internal or external in nature.

a. _____

b. _____

c. _____

d. _____

e. _____

18. Describe where the use of words, in the context of this scenario, might hinder the operation. What word characteristics might contribute to this?

Scenario 3

As a company officer on Engine 5, you have been ordered to advance an attack line to combat the fire. In order to accomplish this you must issue verbal orders describing the task and the assignment of your company members to complete the elements required of the task.

19. In this example who is the sender?

20. What are the main points of the message?

a. _____

b. _____

21. How is the message transmitted?

22. What is the medium of the message?

23. Who is the receiver(s)?

24. Describe the possible sources of interference that may prevent the receiver from fully receiving the message. Categorize these sources as either internal or external in nature.

a. _____

b. _____

c. _____

d. _____

e. _____

f. _____

25. The text lists five general purposes for interpersonal communication, which of the five are present in this scenario?
