

Fire and Emergency Services Company Officer

Lesson 6 — Interpersonal Communications

Assignment Sheet 6-2

Apply the Interpersonal Communications Model to a Nonemergency Situation

Name _____ Date _____

References

Fire and Emergency Services Company Officer, 4th Edition, pp. 123 - 138
NFPA 1021: 4.2.2

Introduction

The company officer must communicate routinely with others every day. The skills required to effectively accomplish this must be continually practiced and refined.

Directions

Answer the questions listed below utilizing the interpersonal communications model as outlined in the lesson.

Activity 1

1. List the five general purposes for interpersonal communication and briefly explain each.

a. _____

b. _____

c. _____

d. _____

e. _____

2. Describe what the text calls the “cultural concept of words”.

a. _____

b. _____

c. _____

d. _____

e. _____

3. List three nonverbal clues described in the text that may overpower the verbal message.

a. _____

b. _____

c. _____

4. Explain the strategies that a company officer can explore to improve personal nonverbal communications skills.

a. _____

b. _____

c. _____

d. _____

e. _____

f. _____

g. _____

h. _____

i. _____

Activity 2

The routine of the fire station requires that certain duties or jobs be performed on a regular basis. The company officer, as supervisor, is responsible for the initiation, conduct and completion of these actions. Company officers must also continually motivate their personnel to perform these tasks. To accomplish this, the company officer must utilize extensive interpersonal communication skills to direct the assigned personnel. The following scenarios represent typical routine station communications and assignments. Utilizing the communications skills presented in lesson 6, answer the questions that follow each of the nonemergency scenarios as they relate to the interpersonal communications skills required of a company officer.

Scenario 1

Battalion Chief McCardle has visited your station and discussed with you a change in procedures regarding the morning inspection and maintenance checks that are to be performed by all company members on their personal protective equipment (PPE). She advises that these procedures supersede those currently in use. You are to convey these new procedures to your crew just prior to shift change checks next shift.

5. Who is the sender?

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

a. _____

b. _____

c. _____

7. How is the message transmitted?

8. What is its medium of the message?

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

Scenario 2

As a company officer it is your responsibility to insure that all equipment is in a “ready” condition. A new directive regarding the procedures to be used during the change of shift inspection of personal protective equipment (PPE) has been issued by the Operations Chief of the department. Prior to the shift change inspection, you gather the company together to instruct them about these new procedures. After reviewing them with the crew, you ask the company if there are any questions. Once all questions have been addressed, company members are assigned to conduct their equipment and maintenance checks.

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

11. Who is the sender?

12. List the main points of the message that must be communicated.

a. _____

b. _____

c. _____

13. How is the message transmitted?

14. What is the medium that is used to convey the message.

15. 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. _____

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

Scenario 3

Battalion Chief McCardle telephoned you at 1030 hours regarding a fire hydrant that had all of its caps removed. The hydrant is located in your primary response area at the intersection of Walnut and Spruce Streets. You call firefighter Brown to your office and order her to take the company utility truck and check the status of the hydrant. Additionally, you instruct firefighter Brown to replace the caps if they are still with the hydrant or should they not be there drive to Water Services Department and get replacements. Firefighter Brown is to notify you by radio if there are other problems associated with the fire hydrant.

17. Who is the sender in this scenario?

18. Who is the receiver?

19. How is the message transmitted?

20. What medium is used to convey the message?

21. 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. _____