

COMMUNICATE IN THE WORKPLACE (FIRE SECTOR)

“Empower frontline teams with effective communication strategies that save lives and reduce response time.”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

This course focuses on building communication skills specific to the fire and emergency services environment. Participants will learn how to give and receive clear, concise, and mission-critical information in high-pressure situations. The training addresses verbal, written, and non-verbal communication across the command chain, fostering clarity, collaboration, and situational awareness.

Objectives

- By the end of this course, participants will be able to:
- Apply structured communication techniques in fire service settings
 - Use radios and hand signals effectively under pressure
 - Convey information clearly during incidents, briefings, and debriefings
 - Document messages, logs, and reports accurately
 - Foster positive communication within diverse teams and stakeholders

Why Attend

- Learn to prevent misunderstandings that can lead to safety failures
- Enhance team response through standardized communication protocols
- Improve professionalism, morale, and command efficiency
- Become a vital link in the fire service communication chain

Target Audience

- Firefighters and Station Staff
- Emergency Responders and Rescue Teams
- Fire Safety Officers and Control Room Operators
- Team Leaders and Incident Commanders
- New Recruits and Junior Officers

Individual Benefits

- Increased confidence in handling radios and official communication
- Improved ability to manage conflict and stress-related communication
- Enhanced ability to relay and receive instructions effectively
- Better performance in drills, incidents, and post-incident reviews

Organizational Benefits

- Reduced errors and response delays due to miscommunication
- Improved team coordination and operational discipline
- Better community trust through respectful and clear messaging
- Enhanced command control during emergencies and drills

Instructional Methodology

- Practical Communication Drills
- Radio and Incident Simulation Exercises
- Group Roleplay and Command Briefing Practice
- Feedback on Tone, Clarity, and Non-Verbal Cues
- Incident-Based Learning with Scenarios and Videos

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Communication in Fire Services

Module 1: Introduction to Workplace Communication in Fire Settings (07:30 – 09:30)

- Importance of accurate, timely, and respectful communication
- Elements of effective communication

Module 2: Communication Challenges in Emergency Environments (09:45 – 11:15)

- Noise, stress, pressure, and emotional barriers

Module 3: Fire Service Terminology and Command Language (11:30 – 01:00)

- Standard terms, codes, and abbreviations

Module 4: Group Activity – Common Miscommunications & Fixes (02:00 – 03:30)

Day 2: Verbal and Non-Verbal Communication

Module 1: Speaking and Listening Under Pressure (07:30 – 09:30)

- Active listening, clarity, tone, and urgency

Module 2: Using Non-Verbal Cues Effectively (09:45 – 11:15)

- Body language, hand signals, facial expressions

Module 3: Communication Across Ranks and Teams (11:30 – 01:00)

- Respectful communication in a hierarchical setting

Module 4: Roleplay – Communication in a Simulated Fire Scenario (02:00 – 03:30)

Day 3: Equipment-Based Communication

Module 1: Radio Protocol and Etiquette (07:30 – 09:30)

- Call signs, transmission clarity, message repetition

Module 2: Control Room and Field Communication (09:45 – 11:15)

- Interfacing with dispatch and central command

Module 3: Communication Equipment Usage (11:30 – 01:00)

- Troubleshooting radios, using backup systems

Module 4: Workshop – Radio Message Practice Drills (02:00 – 03:30)

Day 4: Formal and Informal Workplace Communication

Module 1: Daily Briefings and Safety Talks (07:30 – 09:30)

- Delivering updates, hazards, and expectations

Module 2: Debriefings and Incident Reporting (09:45 – 11:15)

- Post-incident reflections and feedback loops

Module 3: Written Communication – Logs, Memos, and Checklists (11:30 – 01:00)

- Best practices for documentation and clarity

Module 4: Group Exercise – Writing a Fire Incident Communication Log (02:00 – 03:30)

Day 5: Integration, Culture, and Final Assessment

Module 1: Respectful Communication and Diversity in the Workplace

(07:30 – 09:30)

- Communicating across generations, cultures, and genders

Module 2: Conflict Resolution and Team Communication Styles (09:45 – 11:15)

- De-escalation, assertiveness, and emotional intelligence

Module 3: Final Assessment and Group Communication Simulation (11:30 – 01:00)

- Realistic scenario with communication scoring

Module 4: Feedback, Certificate Ceremony, and Wrap-Up (02:00 – 03:30)

Certification

Participants will receive a **Certificate of Completion – Communicate in the Workplace (Fire Sector)**, highlighting their proficiency in both operational and professional communication in fire and emergency response environments.

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