

First Line Company Officer

The Awareness Level

This 5-day course is an awareness level program which will help in the development of company officers. It is intended to make "better bosses." This program is based on issues than an officer may encounter on a daily basis. Anyone willing to learn is welcome to attend this class.

March 5-9, 2012

8:30AM - 4:30PM

\$350 per person*

(*RAFT members pay only \$250pp)

Continental Breakfast and lunch included each day

Program includes:

- **Tactics & Strategies**
- **Developing Goals**
- **Operational Planning**
- **Shift Dynamics**
- **Legal Issues that Affect the CO**
- **Customer Service**
- **Politics**
- **Code Enforcement & Public Ed**
- **Organizational Management**

Location: Sterling Heights Fire Dept

41625 Ryan Road, Sterling Heights, MI 48314

Register Online Now

www.raft911.org

Make checks payable to:

RAFT

33365 Raphael Road

Farmington Hills, MI 48336

Feel free to contact Linda Stone

Phone: (248)506-3401 or

E-mail: RAFT911@gmail.com