

**COCONINO COMMUNITY COLLEGE**  
**COURSE OUTLINE**

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Revised:  
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Status: Permanent  
Effective: Fall 2014

December 4, 1991  
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A. Course Information

1. Subject Area: Fire Science (FSC)
2. Course Number: 239
3. Course Title: Emergency Services Leadership & Management
4. Credit Hours: 4
5. Course Description: Basic principles for administrative management of emergency service organizations. Includes fundamental elements in supervision, leadership, group dynamics, decision making, organizational structure and legal obligations. Also includes health and fitness, customer service and recovery efforts. Four lecture.

B. Course Goals:

To provide students with the necessary management skills that are required to be an effective leader in the emergency services.

C. Course Outcomes: Students will:

1. understand modern management theory; understand the budgeting process;
2. identify the different management information systems;
3. realize the importance of personnel management;
4. understand labor management relations;
5. and identify the different fire department and other emergency services programs.

D. Course Outcomes Assessment:

1. Tests
2. Comprehensive Final Exam
3. Group projects and presentations

E. Course Content :

1. Introduction to Modern Management.
2. Management Theory - Its Roots and Growth.
3. The impact of Behavioral Science on Management Theory.
4. Evaluating Community Fire Protection.
5. Management Information Systems and Data Analysis.
6. Resource Management.
7. Budgeting, Finance and Cost Containment.
8. Legal Aspects of Fire Department Management.
9. Program and Personnel Management.
10. Labor Management Relations.
11. Emergency Management.
12. Emergency Medical and Rescue Services.
13. Comprehensive Fire Prevention and Code Administration.
14. Managing Innovation.
15. Alternative Delivery Systems.
16. Training and Professional Development.
17. The Future of the Fire Service.