



## NEWS RELEASE

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**IMMEDIATE RELEASE**

### **EMERGENCY RESPONDER LEADERSHIP ACADEMY 2011**

On Saturday, May 21, 2010, Catskill Hudson Area Health Education Center (AHEC) presented its seventh consecutive Emergency Responder Leadership Academy (formerly, the EMS Leadership Academy) at the Highland Fire District in Highland, NY. This workshop was open to all emergency service agency captains, officers and others in or about to be placed in a position of leadership in his/her agency.

With the understanding that it is critical for contemporary leaders and managers of our public safety response agencies to embrace principles learned from successful business practices, this workshop helps to prepare them for managerial responsibilities by equipping them with the skill set necessary to maximize organizational efficiency to meet public demand for emergency services. Karl Klug, BS, CIC, EMT-CC sated of the workshop, "Emergency response agencies face challenges every day such as a diminishing numbers of volunteers, poorly-trained and/or ineffective leadership, fiscal instability, and ever-increasing demands for the services they provide. The Emergency Responder Leadership Academy helps provide a framework of building leadership skills, understanding personnel interaction both within and outside of their company and how to better manage the valuable resources available so that their primary mission of serving the public is assured."

This year's topics included:

- ***"Fostering Motivation Through Generations"*** – *Participants gained insight into the varying intrinsic and generation-specific motivating factors that lead people to join agencies and how contemporary agency leaders and managers must react to ensure that the agency is operating at peak performance by getting the most out of every member.*

- ***“It’s not a question of IF ... Rather, it’s a question of WHEN. Planning for a large scale incident in your community”*** – This presentation provided those who are responsible for developing a plan for a large scale incident: An understanding of the different types of exercises and the advantages/disadvantages; An understanding of how to develop an exercise plan and master scenario; The ability to develop an appreciation for the need of pre-exercise coordination; The tools to learn how to effectively use drill controllers and evaluators; and The information to learn how to conduct a meaningful post-exercise debriefing.
- ***“TEAMS: Leaders and Followers”*** – Attendees gained knowledge to be able to: Describe the importance of teamwork in emergency service practice and education; Define and discuss concepts of teamwork, such as leadership and followership; and Describe examples of team play in emergency service.
- ***“Of course your agency provides excellent service”*** – Issues discussed included: What causes complaints against providers/agencies; Recognizing customer service issues; Agency and provider professionalism; Public image and public relations; Pre-hospital bedside manner; Understanding customer service; and Fixing the problems – hard lessons learned.

“I liked being able to interact w/speakers about current situations in conversations about real life situations.” stated one attendee. Other comments include, “As a new Lieutenant, this workshop was very helpful to me. There was a great deal of useful information.”

The next Emergency Responder Leadership Academy is scheduled for September 10, 2011, and will highlight “Providing Emergency Care for Individuals with Developmental/Mental Disabilities.” Please visit [www.chahec.org](http://www.chahec.org) for upcoming information regarding this workshop.

Catskill Hudson AHEC is a non-profit organization devoted to improving the quality, geographic distribution and retention of healthcare professionals and stimulating interest in health professions careers through education across its 11-county service area.

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