



REDLINE

LEADERSHIP L.L.C.

PROFESSIONAL GROWTH AND DEVELOPMENT COACHING FOR PUBLIC SAFETY LEADERS



Issue 15– June 2024

Tip o' the Hat...

A “Tip O’ the Hat” goes out to Chris Andersen on his appointment to the position of District Chief of Special Operations at South King Fire & Rescue. Chris earned this appointment as he has long been heavily involved in the Technical Rescue Community in South King County.

Chris began his fire service journey as a volunteer in 1998 as a resident volunteer at Mountain View (WA) Fire and Rescue, moving into the same role at King County



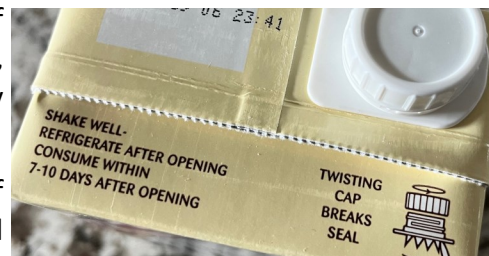
Fire District 26 (Des Moines) in 2001 where he was subsequently hired in 2004. Chief Andersen’s Lieutenant promotion came along in 2013 and then to Captain in 2018. April 1, no fooling, Chris got the nod to put on a gold badge.

In addition to this promotional pathway, Chris has also filled multiple roles to include a position in the Training Division at SKFR as well as the regional training consortium. Chris’s love for Tech Rescue has allowed him to lead the Tech rescue team, obtain a position with FEMA as a Safety Officer with Washington Task Force 1, a member of the Rescue Swimmer Team, and Marine Team Pilot. He has acted in a multitude of non-operational roles, including some apparatus specification

Continued



I was looking at a box of almond milk one day and recognized the words used in their “USE” guidelines were pretty poorly chosen. You must **“CONSUME WITHIN 7-10 DAYS AFTER OPENING.”** Read that careful, paying attention to the words. According to their instructions, you must not consume on day 1, 2, 3, or 4. Certainly not on day 5 or 6!! That would be crazy! Maybe it means to use the product within so many days of opening. 7-10? So it’s ok on 9, but maybe not so much on day 6? sometimes?



Words. Just an assembly of letters. We know that having and using the right words is critical to accurate fireground communication, but what about in the station? Or in a leadership role? Or just everyday? Choosing the right words is critical to transmitting your message that will lead to success....or failure. Your words say a lot about you. Your actions say more, but words matter!

Google “Fire Service Communication Model” and nearly all the results are related to emergency scene communication. But fire ground communication is a tiny bit of what we actually do.

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Committees to include their first heavy rescue and is currently working on the Strategic Leadership Planning Committee.

I asked Chief Andersen to tell me the work he is most proud of, his greatest accomplishment and he replied, “I keep coming back to one thing though that has nothing to do with the fire service per-se; My greatest accomplishment is the relationship I have with my wife and kids. If not for them I would not be the father, husband, firefighter and leader that I am today. This is what I am most proud of and grateful for.”

When asked for his Words of Wisdom, Chief Andersen illustratively shared his thoughts, wisely imparting the importance of choosing your words carefully. Together, we crafted a simple, important message; **“Once the words leave your mouth, you can’t ever call them back. Be careful.”**

Words Matter!! (Continued from page 1)

Maybe we need to spend more time, or at least be more conscientious, about the messages we transmit in casual conversation or from the box upon which we stand as the leader. When you are the leader and you must constantly be vigilant about the message you are sending; verbal and non-verbal.

In as much as words matter, let's consider a few that I believe are very important in our daily leader's communication; Aware, Deliberate, and Sincere. But before we talk about these words, let us consider the process wherein we "**choose**" our words. Pay special attention to this portion of your messaging as the words you choose will indicate your true feelings. Choose carefully.

Aware; conscious, alert, mindful, cognizant. Remain aware of how your words are impacting others as well as how your words are impacting the way you feel about them. Speaking in a negative context will help you establish a negative attitude.

Deliberate; thoughtful, careful, measured, cautious. Be deliberate in choosing your words, ensuring you are selecting the word that actually means what you are trying to convey.

Sincere; genuine, truthful, heartfelt, frank. Mean what you say and say what you mean. In the good times and bad. If your people know that you always share words to celebrate successes then they will be open to when your words are meant to help them grow.



How are your words making others feel? Are your words building them up or breaking them down? Are your words sincere or are they just thrown out there to appear to care? You can tell by whether or not you hear their response.

In addition to choosing your words carefully, are your actions aligned with your words? Do you say one thing but practice something different? If you say "I have a great team" but don't trust them with greater responsibility, thinking you need to adjust a bit.

Put some thought into your communication to maximize your effectiveness, to see what you are actually communicating. Words matter.

The NFA application process OPENS June 15!!!

Everyone should take a trip to Emmitsburg to experience the Fire Academy. The perspective gained will be most valuable in your personal growth!!

Apply between **June 15 and July 15** for on-campus courses scheduled from **October-December of 2024**.

Follow this link for a Course Catalog:

National Fire Academy Courses
(fema.gov)

Link of the Month!!

Follow this link to something I found useful.

Our Words Matter
Psychology Today



On Track?

COMMUNICATION: noun: the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs.

Are your COMMUNICATIONS sharing the intended message?