



REDLINE

LEADERSHIP L.L.C.

PROFESSIONAL GROWTH AND DEVELOPMENT COACHING FOR PUBLIC SAFETY LEADERS



Issue 30-September 2025

Tip o' the Hat!!

This month's "Tip o' the Hat" goes out to Josh Clark, Redmond (OR) Fire Rescue for his promotion to Battalion Chief! Josh's path to the promotion originated just after high school when he became a Resident Student Firefighter at Redmond 2001. He was hired at RFR in 2004, serving in the same capacity until 2018 at which time he was promoted to Captain. In addition to Redmond, Chief Clark has worked with AirLink as a Flight Medic.

Besides holding a Paramedic Certificate, he has an Associates Degree from Central Oregon Community College in Emergency Medical Services. Beyond education, he is an instructor in multiple EMS realms as well as in Blue Card. He holds a bunch of relevant NFPA Certifications demonstrating solid qualification for all the roles he has held.

In addition to all the roles he has held as an employee, he has held just as many leadership positions. He has spent time as the Trustee, Vice-President and President of the Redmond Firefighters Association. He is also qualified as a NWCG Task Force Leader, changing the way he plays in the dirt.

Speaking of playing in the dirt, Josh, his wife since 2007 and their 2 children live on a small farm where he is kept busy tilling and moving sprinklers. His passions include his family and hunting, probably in that order.

Words of wisdom from Chief Clark? "Never forget why we have a job, to provide the most perfect version of ourselves to the customer every time without exception. Don't be distracted by the nonessential bs life in the firehouse can bring." Well said, Chief!

Congratulations Chief Clark! We've had many conversations and I am excited to see you in this new role!



"Connectivity Issues!"

Recently, my wife and I took 10 days to do a little travelling, across Montana, Idaho and into Washington. As we were passing through Walla Walla (WA), we found ourselves eating breakfast at a delightful little restaurant called Bacon and Eggs. As we awaited our order, I watched and listened to the service staff.

They were the picture of hustle, swiftly moving from task to task,

purposefully getting customers to tables, taking orders, hastily delivering meals. There was very little social interaction, neither between the staff members nor between staff and customers as they were very busy.

As I took in the show, I got to thinking how I would manage "My" restaurant. It would be a place with similar layout and décor; wide open area with some

seating inside and some out. On the door I would have a message to customers that says, *"Our employees are going to take the time to connect with each customer."* Also on the door would be some type of "gauge" that indicated what the staffing was for the day or even just the period so customers know that service may be a little delayed. As I interviewed potential employees, I would tell them that if they didn't want to make connections, they should consider working elsewhere.

My team would be a group of employees that are outgoing and curious, interested in making every customer experience the best.

There wouldn't be a lot of hustle and bustle, but people would work with purpose. And the purpose wouldn't just be good food; it would be connection. Connection between the employees, connection between the staff and the customer.

Perhaps we can even create connections between customers, if they like.



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“Connectivity....” (cont.)

I believe this idealistic approach would create a more connected community around my little restaurant, a more fulfilling environment for the employees, and overall better customer/diner experience. Now think if we did the same thing with the fire department. Not just about going on calls and solving problems but making the community better. Through each and every contact. Allowing our employees to take the time to make a difference. Empowering them to “positively impact those” they serve.

Perhaps this approach would lead to a more fulfilling environment for our employees and an improved “customer” experience with 911. The department would be more connected to the community, and the community would feel a part of the department. When the organization went to the community to ask for help (aka Fund-ing Initiatives), the community would want to lend a hand.

What are you doing to make your contacts “Not just about business” but about connection as well? -K

“K-Hop!”

I created an illustration depicting my belief in the progression of development. The model, similar to Maslow’s Hierarchy of Needs, centers around the idea that progress or growth can only occur once lower levels are addressed. As an example, without the knowledge of a skill, you can’t perform the skill. Having knowledge doesn’t mean you have understanding. Additionally, until you understand the concept behind a particular skill, you can’t develop new techniques or approaches.

Here is a bit of a breakdown:

INFORMATION: Simply “stuff” that is held within a book, manual, mentor, instructor, etc. The information is useless unless gleaned by student, but is an incomplete component of the process.

KNOWLEDGE: Information that is transferred into the student becomes knowledge, which becomes applicable to accomplish simple tasks but only through following the established processes.

UNDERSTANDING: Comprehension of the concepts surrounding the information and its application.



On Track?

CONNECT: *verb:* 1) to join, link or fasten together; unite or bind. 2) to cause to be associated, as in a personal or business relationship.

What are you doing to **CONNECT** with those that you serve?

COMPETENCE: The ability to repeatedly apply the understanding of the concepts to arrive at skill success from different avenues. Developing ability to overcome errors or mistakes to achieve success.

HIGH PERFORMANCE: Having perfected the skill to the point failures seldom occur and that you could help others grow or could develop new techniques or approaches to problem solving.

Let me know what you think.

