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Accepted Fire and Compliance Courses

Name	Course Length in Minutes	Description
105 Tips in 105 Minutes	120	Baker gives this rapid-fire lecture on the best extrication tactics at motor vehicle accidents.
12 Recipes for Success in Leadership	60	To be a good leader, you must be willing to have a positive attitude, maintain your credibility, and be humble. In this course, Paul Combs invites you to learn the 12 recipes for success in a leadership role. These recipes are standards the foundation for success. As Lieutenant (ret.) Paul Combs walks you through the recipes for success, he shares key advices, stories, and his cartoons proving that if you have a passion for the fire service and follow the recipe for success, you will find success as a leader.
21st Century Command	70	This hour-long presentation will cover the meaning of command and control on today's firegrounds. The session will provide you tools, tips, and processes that will allow the incident commander and the company officer to better interact with each other to ensure tasks have been completed and information is shared on the fireground.
25 to Survive	75	Mitchell and Shaw look at 25 modes of preparation that each firefighter should follow that will result in a successful career.
A Brief History of Boston's Ladders	60	Donovan gives this history lesson on the Boston (MA) Fire Department, going back through the centuries to look at the city's landscape and how the BFD made its tactical considerations.
A Proactive Approach to Suicide Prevention	60	Taking proactive action towards mental health is a proven means to combat the many mental health disorders that are common among first responders including depression, addiction, anxiety, and post-traumatic stress symptoms. Tragically, when not addressed, the end result of each of these can be suicide. This course will discuss methods to prevent suicide by learning its traceable causes. Rather than focusing on individual risk factors, this course will explain how creating an environment to encourage help-seeking behavior can alter an individual's trajectory from reaching suicide.
Aerial Apparatus 101	60	Lou Sclafani discusses the basic ins and outs of modern aerial apparatus, how they differ from past trucks, terminology, and what to know before purchasing or riding on one for the next call.
AI for Document Review and Analysis	30	Artificial intelligence (AI) has proven to be a valuable assistant in daily work within a fire department. From generating predictive analyses of fire behavior in a specific area to generating a summary of a document, AI has a place in your department. In this course, we will focus on the administrative task of reviewing and analyzing documents and how AI can assist in making this process more effective and efficient.

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AI Implementation and Change Management	30	The approach to implementing artificial intelligence (AI) in a fire department should be similar to introducing a new piece of equipment or policy. Identify the areas of need within your department and determine how the AI platform can help you work towards the department's mission, vision, and goals. Risk evaluation and continuous monitoring will keep your AI platform running smoothly and operating to meet your department needs. All this and more will be addressed in this course. This course was developed in partnership with the GovAI Coalition. The mission of the GovAI Coalition is to promote responsible and purposeful artificial intelligence (AI) in the public sector.
AI Prompting Essentials	60	Artificial intelligence (AI) has taken the world by storm, becoming integrated into numerous aspects of daily life, from smart assistants on your phone to smart speakers in your home, and web-based sources, like ChatGPT or Gemini. Why let the technological spread stop at the fire and EMS services? Generate photo-realistic images to share with your students that fit your specifications. Draft an incident summary or collect key points from a policy document. The possibilities of how AI can be incorporated into departments are endless; you just have to provide the right prompt.
An Introduction to the National Incident Management System, NIMS 700	210	You may be familiar with the Incident Command System (ICS), but do you know how it fits into a broader system that expands with increasing complexity? The National Incident Management System (NIMS) is introduced and explained throughout this course, with an emphasis on resource management and communications. This system can be scaled to resolve incidents from local all the way up to national levels. Understanding how it's organized is the first step to making it work within your community.
ARFF: Aircraft Rescue and Firefighting	120	Aircraft rescue firefighting (ARFF) is a necessary skill for any fire department that is near an airport or along a flight path. This course discusses aircraft forcible entry, firefighting with the high reach extendible turret (HRET), and cargo aircraft firefighting. NFPA Standards: 440, 460, 1900.
Autism Awareness for First Responders	150	Individuals with autism are seven times more likely to interact with first responders than the average citizen. To properly respond to calls with individuals who have autism, first responders must understand what autism is, best practices, and associated dangers. This course will discuss specific hazards unique to fire and EMS and recommend best practices to protect those with autism, their loved ones, and first responders.
Autonomous Vehicle Response Considerations	30	This Training Collection course on autonomous vehicles provides an overview of the emerging prevalence of fully driverless vehicles. Jack Sullivan will cover unique considerations for incidents involving autonomous vehicles, including the dangers of vehicle movement, cooperation with rideshare companies, increased media attention, and more.

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Basic First Aid Response	120	Medical emergencies can happen anywhere and at any time. Someone's life may depend on your ability to rapidly recognize and intervene in certain cases. This course will refresh your knowledge of how to provide first aid for people in need of medical attention while you wait for further medical help to arrive. Topics will include initial actions, consent, recognizing sudden illnesses, CPR, choking, bleeding control, injury types, as well as cold and heat stress.
Basic Incident Command System for Initial Response, ICS 200	240	The Emergency Management Institute developed the Basic Incident Command System for Initial Response, ICS 200 course in collaboration with the National Wildfire Coordinating Group (NWCG), the U.S. Department of Agriculture (USDA), the U.S. Fire Administration's National Fire Programs Branch. And the United States Coast Guard (USCG). This course follows NIMS guidelines and meets the National Incident Management System (NIMS) Baseline Training requirements for ICS 200. This course is a part of the series of ICS courses designed to meet the all-hazards, all-agency NIMS ICS requirement for operational personnel. Descriptions and details about the other ICS courses in the series may be found on the Federal Emergency Management Agency website.
Becoming the Boss: A Guide for New Managers	60	As a first-time manager, you likely feel a mixture of excitement and apprehension about your new role. What changes should you expect? How can you build rapport and make a good first impression with your new team? And above all, how can you become an effective boss? This guide will help you transition seamlessly from employee to manager. This general education course provides foundational information on this subject, not specific to Fire and EMS operations.
Bloodborne and Airborne Pathogens for First Responders	60	As a first responder, you may encounter varying types of bloodborne and airborne pathogens. It is necessary to be prepared for these circumstances so that you are better equipped to protect yourself and others and help to stop the spread of potentially dangerous pathogens. This course will discuss bloodborne and airborne pathogens, including the use of personal protective equipment and controlling exposure.
Building Integrity in the Workplace	30	What does it mean to have integrity? What role does it play in career advancement and job satisfaction? These questions make up the heart of this course on workplace integrity. As we'll discuss, there are benefits and challenges of maintaining integrity when making difficult workplace decisions. Through real-world examples, you'll see the three forms of workplace integrity in action. You'll also uncover four steps to align your values and actions to become someone that others trust, admire, and respect.
Business Writing Fundamentals	60	Many of us took courses on writing in elementary school or even high school, however, there are specific requirements for business writing. In this general education course, you'll learn why excellent business writing skills are so crucial in the workplace and how you can improve those skills.

Can Confidence	60	The pressurized water can may have initially been designed as a tool for the lay population, but it can be a valuable tool for firefighters. The Training Collection, filmed with the team from Vent Enter Search, will provide an overview of the specifications of a pressurized water can, and how to ensure your can is properly filled and ready for a fire. Then they will perform several operations using a pressurized water can and explain the role the can firefighter plays in a search operation, as well as the design of a hollow core door and how the can firefighter can work in conjunction with that design to slow the spread of fire. The pressurized water can may be a small tool, but it can have a great impact during search and in understanding how to fully utilize the tool will help you to be confident the next time you enter a fire with a water can in your hand.
Cold Stress, Heat Illness, and Extreme Weather	60	In the last five years, the United States has been averaging 23 weather disasters per year, each costing at or above a billion dollars in damages. Severe weather brings severe environmental conditions that place fire and EMS professionals at risk. Up to 75% of firefighters report symptoms of a heat-related illness at some point, and the US Bureau of Labor Statistics averages about 3 worker deaths per year for professionals working outdoors in cold weather. To combat these statistics and protect emergency responders, they need to be aware of the risks, causes, signs, and symptoms of cold injuries and heat-related illnesses and how to treat them. To support that effort, this course bases its information on guidelines from OSHA, NFPA 1550, NFPA 1580, and NFPA 1584.
Combat Ready Firefighting: Fighting Complacency	75	Riley and Martin present this webcast version of their popular class of how fire departments can stay fresh and motivated in areas where they don't respond to a lot of fire calls.
Common Sense Rope Rescue	30	This Training Collection course on rope rescue covers common systems that may need to be arranged for rescue. Whether you're responding to a construction site, an apartment with inaccessible stairs, a fall protection deployment incident, a confined space, or many other urban accidents, these systems will make your job safer and more efficient. From simple gear that every engine company may have on hand to specialized systems, based on Common Sense Technical Rescue from Advanced Rescue Solutions, this course will provide an overview of rope skills every firefighter should know.
Company Level Building Inspections	120	When arriving on the scene to respond to a fire call, it will be of great benefit to have some understanding of the building you are about to rush into. By conducting a pre-plan inspection before you arrive at an emergency scene, you are giving yourself and your crew an upper hand by knowing the different aspects of the building. The details on the building you will likely gain in your inspection are the type of sprinkler system equipped, the general construction and makeup of the structure, the type of materials used, and any life safety issues that can be addressed before an accident happens.

Confined Space Safety	60	In every community, there are spaces with unique characteristics that present potential hazards. These areas, referred to as confined spaces, are defined by their limited access and egress, making entry and exit particularly challenging. Confined spaces can exist in diverse settings, including industrial facilities, construction sites, and public infrastructure. Examples include tanks, silos, tunnels, manholes, and pipelines. Despite appearing unremarkable, these spaces often harbor hidden dangers, such as toxic atmospheres, engulfment risks, or hazardous structural configurations, which pose serious threats to individuals who enter without proper training and safety measures.
Considerations for Fire Investigation	30	Consistency is key in fire investigation work, according to expert Adrian Cales. Following NFPA 921 guidelines improve accuracy, and real-world examples aid understanding. In this Training Collection, Cales recommends specific training methods for aspiring investigators and explains changes to NFPA 1033 and the implications for investigators. A well-defined process is crucial for thorough investigations, and understanding that is essential for proper investigations.

Construction Concerns: Modern Materials	105	Havel offers this insightful look at how modern building materials shape and alter fire departments' tactics, size-ups, and expectations today.
Courage Under Fire Leadership	60	Wildland fire and aviation operational safety is a broad topic that encompasses medical aviation all the way to Unmanned Aircraft Systems. We'll cover how to make decisions regarding these two aviation resources and how to communicate with the proper channels to request them. This refresher course will apply to the Fire and Aviation Operational Safety requirement and the Human Factors, Communication, and Decision-Making requirement.
Creating an Inclusive Work Environment	45	Creating a culture of inclusion and diversity in the fire service is crucial to a high-functioning team. This Training Collection course covers important topics such as inspiring a professional culture, addressing bullying, and promoting inclusivity toward LGBTQ+ individuals.
Critical Decision-Making in The Fire Service	30	Whether you are a seasoned firefighter or just starting your career, this Training Collection is an excellent resource for anyone looking to improve their critical decision-making skills. This course discusses the tools firefighters need for crucial decision-making while under stress. It will focus on the common roadblocks departments face when making good decisions and why it is essential to have these skills. Also, you will learn skills to empower your team to make decisions for themselves and the best ways to involve others in decision-making.
Dealing with Difficult People and Their Organizational Impact	75	Jerry Streich discusses how the fire service must handle personnel who cause unneeded mental stress in and out of the firehouse, including bullies, lawbreakers, and angry or violent members.

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Dealing with Difficult People and Their Organizational Impact	60	Dealing with difficult people is an unfortunate reality for many in the workplace. In this course, Jerry Streich discusses his experience dealing with a difficult person in the workplace and its impact on the organization. Difficult people are inevitable, but knowing how to work with them, handling a hostile person, and mitigating further issues can help.
Developing Leadership Skills	30	This microlearning course was recorded at FDIC with experts like Chase Sargent, Scott Thompson, Justin Shorr, and Michael Barakey sharing advice on leadership in the fire and EMS service. In this course, you'll learn about the importance of good leadership and how it can be improved in the fire service. You'll gain valuable insights to help you develop your leadership skills and become a more effective leader. Don't miss out on this opportunity to learn from one of the top experts in the field!
Developing the Next Generation of Fire Service Leaders	60	In this course, Assistant Chief Doug Cline offers his take on the best ways to train and mentor the new generation of fire service leaders and firefighters. Developing the next generation of fire service leaders is important to ensure the most competent and prepared members are ready to lead the new firefighters of the future. Assistant Chief Cline discussing the goal of developing the next generation, how to develop them, and what is necessary for future development.
Developing the Seven Steps to Mastery on the Fireground	75	The class from Dan Shaw and Doug Mitchell provides detailed information on each step along with a strategic plan to train and hone the skills to execute them on the fireground.
Document and Media Creation Using Generative AI	60	Have you ever wondered how your buddy’s department made that great new promo video that brought in a bunch of new hires? Looking to increase your community outreach and spice up your social media page? AI tools can be used for media and document generation, and can help you to create professional materials that look great, make sense, and save time. In this course, we’ll show you how these fire department tasks just got easier.
Drills You Won't Find in the Books	60	Raul Angulo makes drilling more fun, engaging, and educational by presenting a series of firefighting drills not normally found at the academy.
Drugs and Alcohol Awareness	60	This course aims to educate about the dangers and outcomes of drug and alcohol (or substance) use. According to the National Center for Drug Abuse Statistics, almost 15% of Americans aged 12 and over used illicit drugs in the last month, with a projected 3.8% increase each year. Likewise, 20.4% of Americans in the same age group have an alcohol use disorder. By the end of the course, you'll be able to recognize various addictive substances and understand the significance of these substances in fire and emergency services. Additionally, you'll learn about the role of an Employee Assistance Program (EAP) and other resources in supporting a healthy workplace.

Effective Rescue Through Aggressive Tactics	90	Ricci brings his vast knowledge of fireground tactical considerations and experience to offer insights into the quickest, safest ways of putting out the fire while keeping firefighters safe from the fire's clutches.
Effective Roof Operations: Lessons Learned from East to West	60	Ken Bailey looks at the numbers as well as tactics and strategies to which fire departments must pay attention when conducting operations on the roofs of structures.
Electric Vehicle Extrication	60	With the popularity of electric vehicles increasing, more of these vehicles are on the road. Knowing the unique hazards and considerations for electric vehicles is crucial. They are made of different materials and high-voltage components, which can pose a risk to responders and civilians. As we'll discuss and demonstrate in this course, to perform a safe and effective extrication from an electric vehicle, you must prepare by learning about the hazards, special considerations, and specific elements that make electric vehicle responses unique.
Electric Vehicle Fires	30	This Training Collection course on electric vehicle fires addresses common misconceptions surrounding new vehicle extrication and emphasizes the importance of preplanning for combating these fires. It also includes the challenges electric vehicle manufacturers face in ensuring safety and the need for proper resources for extrication.
Electrical Hazards for First Responders	90	40 years of statistical data conclude that of all the harmful workplace exposures, electricity exposure is the leading cause of workplace fatality. These statistics include fire and EMS professionals and their encounters with electrical hazards. Electricity operates in every building, is used by many components of emergency equipment, and spans across every open space as a power line - making the possibility of electrocution and electric shock a common workplace consideration. As a first responder, you must understand how to handle electrical hazards on the fireground or incident scene for your safety and the safety of everyone at the scene. By the end, you'll be able to recognize critical electrical hazards and understand how to protect yourself from electric shock while working in fire and emergency services. This course addresses standards OSHA CFR 1910 (subpart S), OSHA 29 CFR 1926 (subpart K), and NFPA 70E.
Elevator Emergencies	60	This Training Collection course, filmed with Mike Dragonetti of Dragon Rescue Management, covers the process of rescuing victims trapped in a stalled elevator, from the initial operations in the elevator machine room to locating and safely retrieving the victim. Different types of elevator doors and strategies for gaining access to the elevator through both keys and tools from your apparatus will also be covered. Elevator rescues are highly technical operations and require familiarity with both the anatomy of the elevator itself and safety procedures to keep both yourself and any trapped civilians safe.

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Emergency Action Plans and Egress	90	As first responders, you face new challenges and hazards that test your skills, knowledge, and courage daily. This course will give you critical information and strategies to navigate these dangers effectively, focusing on essential OSHA standards and emergency action plans. Understanding and applying these guidelines will enhance your ability to protect yourself, your team, and those you serve in every emergency scenario.
Emergency Telecommunicator: Working in Public Safety	90	The role of an emergency telecommunicator is one that can be taken for granted, assuming they do not play as vital a role when, in actuality, they are the initial first responders. Those in this position are skilled communicators, able to speak to callers having the worst day of their lives, gather necessary details to provide the right source of assistance and care, and handle so many more tasks simultaneously. In this course, Thoams Merrill will discuss the role, from the everyday tasks to the challenges and advantages of a career as an emergency telecommunicator.
EMS Drills for the Engine Company	60	Brian Pond looks at the basic EMS skills firefighters should have just in the case an EMT is needed but not around.
Energy Emergencies: Electric Vehicles	60	Electric vehicles will complete the same task as a gas-powered version: drive from one location to another, but how it operates, is made, and burns are all vastly different. Throughout this course, Chris Greene and Jason Defosse share their knowledge and experiences with EV fires, focusing on how our general approach to extinguishing the flames, patient extrication, and overall handling of the torched vehicle must be adapted. It is no longer a question of if you will respond to an electric vehicle fire but when.
Energy Emergencies: Energy Hazards	60	When is the last time you were dispatched to a situation involving a downed power line, electrical pole, utility vault, manhole fire, solar panels, or even a battery fire? Electrical injuries currently only account for about 1% of firefighter fatalities; however, fire personnel are dispatched to an increasing number of energy-related emergencies each year. Modern technology such as lithium-ion batteries, solar panels, and utility vaults are making the job of keeping everyone safe a little harder. De-energizing residential energy systems and knowing how your PPE works is of the utmost importance for avoiding becoming another LODD statistic. This course addresses NFPA 70E, NFPA 1971, and NFPA 12.
Energy Emergencies: Lithium-Ion Batteries	60	In the future lithium-ion battery fires will be considered a bread and butter fire, but for now it isn't. As more devices utilize this type of power, the rates of lithium-ion involved fires will increase. As we'll discuss in this course, firefighters must be well-informed of the hazards, understand thermal runaway, and be able to recommend ways to limit the severity of these types of fires. This course will also discuss the concerns we have with lithium-ion batteries, review the cell structure, and examine what causes failures in these cells.

Energy Emergencies: Solar panels and ESS	60	In today's day and age, new methods of generating electricity for homes, industrial buildings, and even vehicles are being used and adapted, like solar panels. As firefighters, it is very important to understand these electrical sources as it is becoming more common that you will respond to a call where a solar panel or an energy storage system (ESS). are in place at a residential home or in the surrounding area.
Energy Emergencies: Utility and Energized Hazards	60	Moving utilities underground can protect them from the elements and allow a city to grow and flourish unobstructed. But they have a downside, and it could be fatal as these underground utility highways house hundreds of wires connecting multiple spaces. What happens when their materials deteriorate? What spaces are most affected? This course will shed light on a growing concern in these modern times and help you to protect yourself during response. You never know when an anticipated fire or smoke hazard can evolve into an energy hazard.
EVOC: Crash and Injury Prevention and Unsafe Driving Conditions	60	There is no set time of day for when an emergency call will come, nor will these calls only happen on clear, sunny days. Because of this fact, fire apparatus operators, emergency vehicle drivers, fleet managers, and chief officers must be armed with an understanding of the unsafe driving conditions they may encounter while responding to an emergency incident; bad weather, driving at night, driving while distracted, fatigued, or DUI. In the event of a crash, a fire apparatus operator should also know injury prevention methods to lessen the severity of the crash.
EVOC: Driving Dynamics	60	Vehicle dynamics are important for fire apparatus operators and emergency vehicle drivers to avoid unnecessary risks while operating the vehicle. What happens when a larger apparatus rounds a curve too quickly, factors that affect the total stopping distance of the rig, and how kinetic energy plays a part in it all are part of the dynamics a driver and passenger of these apparatus face on each call they drive to. Understanding these effects will benefit all on board, making for an easier and safer drive whenever you are behind the wheel.
EVOC: Driving Tactics	60	When driving any vehicle, the driver must keep in mind the basic safety rules of the road and the vehicle they are operating. When it comes to driving an emergency vehicle there are even more topics to consider to maintain the safety of the driver, the passengers on board, and those around them on the road. This course will review safety topics on how to navigate an intersection during an emergency run where civilian vehicles may not hear the sirens of the apparatus, tire related maintenance to avoid unnecessary risk, skid control, ways to prevent rollover, and safe maneuvering of railroad crossings.

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EVOC: Fleet Maintenance	60	Avoiding liabilities is an important act for not only chief officers, but apparatus operators, and emergency vehicle drivers. To best accomplish this it is important understand how to safely operate the vehicles in the fleet. Starting with safe drivers will lead to less accidents and issues later and avoid the unwanted outcomes that could come along with negligent acts.
EVOC: Laws and Liabilities	60	Understanding the laws and liabilities that can affect emergency vehicle drivers is the first step in preventing unnecessary risk. In this course, we will explain the laws and liabilities related to the safe operation of an emergency vehicle and how to avoid unnecessary charges in the event of a lawsuit.
EVOC: Personnel Qualifications and Training	60	The NFPA has a set of standards set forth to be followed when creating driver training courses, selecting an instructor for these courses, and the guidelines for the safe operation of an emergency vehicle. This course outlines these standards to provide emergency responders with an understanding of the requirements for all members and those selected to deliver driver training instruction. Following these standards will lead to the safe operation of vehicles because the trainers will have been hand-selected following a list of requirements and trained well enough to pass the instruction on to others.
EVOC: Specialized Vehicle Operations	60	Firefighting often requires unique tactics to accomplish fire suppression or emergency response mission. As part of these unique tactics, specialized vehicles may be needed to reach a fire or accomplish a goal. This lesson will discuss some issues associated with driving and operating certain specialized vehicles.
EVOC: The Standard for Automotive Fire Apparatus (1901)	60	The purpose of this course is to provide fire apparatus operators and emergency vehicle drivers with an overview of the vehicle safety components required by the NFPA 1901 “Standard for Automotive Fire Apparatus – 2016 Edition” Operating an emergency vehicle or fire apparatus is a stressful task; ensuring to arrive at the scene at the right time, providing necessary care to those on board, and operating the vehicle and apparatus in the correct ways. Because of this there are a set of safety standards in place from the NFPA that outline the proper ways to avoid any unnecessary risks to the operator of the vehicle, the passengers, and those driving around the apparatus.
Extinguishing Firefighter Cancer	60	Most people likely know someone who has died from cancer. If you work in the fire service, you probably know several people who have died from cancer. According to the Firefighter Cancer Support Network, 66% of firefighter fatalities occur from cancer because, in this line of work, exposure is inevitable. However, how much exposure and for how long is within your field of control. In this course, we will explore ways that you can rewrite the narrative and keep yourself and your members safe. This will be covered in combination with NFPA 1850.
Extrication Zone: Principles of Extrication	105	Baker looks at the basics of vehicle extrication and how each incident offers its own unique challenges.

Fall Protection and Arrest	60	Most of us know that falls can account for injuries such as wounds, sprains, fractures, and dislocations, but did you know that these injuries can also account for up to 74% of all nonemergency workplace accidents among fire and EMS responders? Employees have a responsibility to be aware of potential hazards around the workplace and report unsafe conditions. Employers have a responsibility to protect employees and ensure comprehensive training around these hazards. OSHA 1910 Subpart D covers fall protection and safety surrounding walking-working surfaces and forms the basis of this course.
FF: Advanced Communications	60	Communications is an important but often overlooked aspect of fire services. Well-managed communications are essential to achieving positive outcomes and avoiding lapses that put lives and property at risk. This module builds off the Fire Fighter I knowledge base established in "Fire Department Communications." In this module, you will learn Fire Fighter II-level information about fire department communication and reporting procedures. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter II: 5.2.1 and 5.2.2, "Fire Department Communications."
FF: Advanced Fire Attack - Class B Fires	60	This module builds on lessons learned in the "Basic Fire Attack" module. Fire Fighter IIaligned concepts introduced here should guide you toward becoming a more experienced firefighter and advancing into the officer rank. In this module, you will learn how to decide which technique to employ as well as where and when, and how to carry them out without immediate supervision during Class B fires. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.10 and 4.3.12: "Fireground Operations;" and Fire Fighter II: 5.3.1, 5.3.2, and 5.3.3: "Fire and Life Safety Initiatives, Preparedness, and Maintenance."
FF: Advanced Fire Attack - Commercial Occupancies	60	This module builds on lessons learned in the "Basic Fire Attack" module. Fire Fighter IIaligned concepts introduced here should guide you toward becoming a more experienced firefighter and advancing into the officer rank. In this module, you will learn how to decide which technique to employ as well as where and when, and how to carry them out without immediate supervision during commercial occupancy fires. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.10 and 4.3.12: "Fireground Operations;" and Fire Fighter II: 5.3.1, 5.3.2, and 5.3.3: "Fire and Life Safety Initiatives, Preparedness, and Maintenance."

FF: Advanced Fire Attack - Residential Occupancies	60	This module builds on lessons learned in the “Basic Fire Attack” module. Fire Fighter IIaligned concepts introduced here should guide you toward becoming a more experienced firefighter and advancing into the officer rank. In this module, you will learn how to decide which technique to employ as well as where and when, and how to carry them out without immediate supervision during residential occupancy fires. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.10 and 4.3.12: “Fireground Operations;” and Fire Fighter II: 5.3.1, 5.3.2, and 5.3.3: “Fire and Life Safety Initiatives, Preparedness, and Maintenance.”

FF: Basic Fire Attack	60	While not every task a firefighter performs may be as dramatic as rescuing a child or being on a nozzle and knocking down a rapidly spreading fire, every task at a fire is critical to overall success. Your proficiency in carrying out your assigned tasks will directly affect the outcome of the fire attack. This module will review fighting structural vs. non-structural fires, choosing a successful fire attack method, and coordinating the tactical elements of a fire attack. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.5, 4.3.8, 4.3.10, 4.3.11, 4.3.12, 4.3.19, “Fireground Operations,” and 4.5.1, “Preparedness and Maintenance.”
FF: Building Construction	60	As long as there have been buildings, firefighters have been called upon to extinguish fires within them. This module covers building construction elements firefighters need to know to conduct safe and efficient fireground operations. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.4, 4.3.10, and 4.3.12; and Fire Fighter II: 5.3.2, “Fireground Operations.”
FF: Emergency Medical Response	60	Most fire departments have emergency medical technicians or paramedics on their crew to provide emergency medical services (EMS). Even if they’re not part of the EMS team, firefighters are typically first on the scene and will be expected to begin basic medical treatment until EMS arrives. This module introduces the EMS service and covers some basic skills firefighters need to begin appropriate care of sick and injured patients as well as protect themselves from injury and disease. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Emergency Medical Services 6.1, “General EMS requirements.”
FF: Fire Behavior	60	Fire behavior is a core principle to becoming a proficient firefighter. Understanding fire behavior will allow firefighters to progress with smarter and safer firefighting tactics. This module examines the science behind fire, heat, combustion, decay, and the hazards that may appear along each stage. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.11 and 4.3.12, “Fireground Operations.”

FF: Fire Extinguishers	60	Even small fires endanger lives and property. Portable fire extinguishers can stop the spread of fire. However, to be effective, they must be appropriate for the fire being fought and in proper working order. This module will review the classes of fire, extinguishing agents, and how to choose the correct extinguisher for each job. We'll also cover fire extinguisher operations, care, and maintenance. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.8 and 4.3.16, "Fireground Operations."

FF: Fire Prevention and Fire-Safety Information	60	The 1973 publication of America Burning inspired fire departments around the country to focus on fire prevention and community education as a way to stop fires before they start. In this module, you will learn about how fire departments protect and serve communities with fire prevention and fire-safety codes, information, inspections, and educational programming. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter II: 5.5.1 and 5.5.2 "Fire and Life Safety initiatives, Preparedness, and Maintenance."
FF: Fire Protection Systems	60	Fire protection systems assist building occupants and firefighters by warning occupants, notifying fire departments, and activating a suppression system. In this module, you'll learn how different types of detection and suppression systems work. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter II: 5.5.3, "Fire and Life Safety Initiatives, Preparedness, and Maintenance."
FF: Fire Service Communications	60	Communication is the cornerstone of the fire service. The communication system – between the community, dispatch, departments, and department personnel – must work even when other things do not. In this module, we'll examine the standards and procedures for fire department communications, from initial calls to incident scenes. Content in this module is aligned with NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.2.1, 4.2.2, 4.2.3, and 4.2.4, "Fire Department Communications."
FF: Fire Streams	60	Knowing how manage fire streams is a crucial, and potentially lifesaving, part of a firefighter's job. In this module you will learn how to select, deploy, and use the proper hoselines, nozzles, and fire streams. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.10, 4.3.11, and 4.3.13, "Fireground Operations;" and Fire Fighter II: 5.3.2, "Fireground Operations."

FF: Firefighter Safety and Survival	60	Firefighting is a dangerous occupation, requiring routine life-and-death decisions. There is no greater priority on the fireground than firefighter safety and survival. This module will cover common hazards, accidents, and injuries, risk management and mitigation, and the impact of behavior and response. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.1.1, “General Knowledge Requirements,” 4.2.4, “Fire Department Communications;” 4.3.2, 4.3.3, 4.3.5, 4.3.9, 4.3.10, 4.3.17, and 4.3.18, “Fireground Operations,” and Fire Fighter II: 5.1.1, “General Knowledge Requirements.”
FF: Firefighting Tools	60	Firefighting is a labor-intensive, tool-dependent occupation. Tools accomplish various tasks on the fireground. This module will cover the different types of tools used in fire service, how they are used, and their care and maintenance. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.5.1, “Fireground Operations;” and Fire Fighter II: 5.5.4, “Fire and Life Safety Initiatives, Preparedness, and Maintenance.”

FF: Forcible Entry	60	Forcible entry is often the first step before a fire attack, search or rescue can begin. It takes place through a door, window, wall, or other opening. Firefighters must be proficient in forcible entry, choosing the right tool for the job and operating safely. This module will cover the different types of locks, doors, and windows as well as breaching floors and walls and the appropriate tools used to force entry. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Job Performance Requirements, Fire Fighter I: 4.3.4 and 4.3.9, “Fireground Operations;” and Fire Fighter II: 5.3.2, “Fireground Operations.”
FF: Incident Command Systems	60	"The incident command system (ICS) is as much about firefighter safety as it is about effective incident management. In this module, you’ll learn about the history of ICS, why it exists, how it operates, and what role the firefighter plays within it. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter II: 5.1.1, “General Knowledge Requirements.” "
FF: Ladders	60	Fire service ladders are essential in the performance of both saving human life and extinguishing fires. Constructed under rigid specifications, their use during adverse conditions requires them to provide a margin of safety not usually expected of commercial ladders. On the fire ground, they require close and coordinated teamwork quickly and accurately using established and proper techniques. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.6 and 4.3.20, “Fireground Operations;” and 4.5.1, “Preparedness and Maintenance;” and Fire Fighter II: 5.5.4, “Fire and Life Safety Initiatives, Preparedness, and Maintenance.”

Accepted Fire and Compliance Courses

FF: Origin and Cause Investigation	60	Firefighters who understand the procedures of a fire investigation can be useful tools to the fire investigator. This module will explain the role of the firefighter in fire investigations, how to collect and preserve evidence, and basic procedures followed by all persons involved. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter II: 5.3.4, “Fireground Operations.”
FF: Personal Protective Equipment	60	Personal protective equipment (PPE) is a firefighter’s first, but not last, line of defense. In this module, you’ll learn about the different types and limitations of each PPE as well as how to inspect and maintain PPE. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.2 and 4.5.1, “Fireground Operations” and Fire Fighter II: 5.5.4, “Fire and Life Safety Initiatives, Preparedness and Maintenance.”

FF: Pre-Incident Planning	60	The ability to successfully handle a fire in a building is greatly enhanced by one critical factor: a pre-incident plan. Formulating a plan of action before an incident gives a foreground commander inside information about the building and its contents, allowing the officer to anticipate problems and best use his or her resources. This module will review how to conduct a pre-incident survey and develop a pre-incident plan. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter II: 5.5.3, “Fire and Life Safety Initiatives, Preparedness, and Maintenance.”
FF: Ropes and Knots	60	Rope work is an important part of the fire service. Firefighters need to understand how to select ropes based on construction, strength, and use. Firefighters also need to know how to tie essential fire service knots and how to properly care for, clean, and store ropes. That is what this module will cover. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.20 and 4.5.1, “Fireground Operations” and Fire Fighter II: 5.5.4, “Fire and Life Safety Initiatives, Preparedness, and Maintenance.”
FF: Salvage and Overhaul	60	The three tactical priorities of fireground operations are life safety, incident stabilization, and property conservation. Salvage and overhaul affect all three. In this module, you’ll learn how to conduct salvage and overhaul operations in a safe and thorough manner. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.8, 4.3.10, 4.3.13, and 4.3.14, “Fireground Operations.”

FF: Search and Rescue	60	"Fighting fires is a well-orchestrated event carried out by a highly trained team. The procedures and techniques that make up this module are critical for the survival of the rescuers as well as the victims. This module will cover search and rescue techniques, victim removal techniques, and choosing a dangerous situation response. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Job Performance Requirements, Fire Fighter I: 4.3.9, “Fireground Operations,” and Fire Fighter II: 5.3.2, “Fireground Operations.” "
FF: Self-Contained Breathing Apparatus	60	Self-contained breathing apparatus, or SCBA, provides respiratory protection so firefighters can operate safely in all kinds of hazardous environments. In this module, you will learn about SCBA for fireground operations, and how to operate, troubleshoot, and care for it. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.1, 4.3.5, 4.3.10, 4.3.11, and 4.5.1, “Fireground Operations;” and Fire Fighter II: 5.5.4, “Fire and Life Safety Initiatives, Preparedness, and Maintenance.” It also is compliant with components of NFPA 1500 Standard on Fire Department Occupational Safety and Health and NFPA 1981 Standard on Open-Circuit Self-Contained Breathing Apparatus for Emergency Services.

FF: Support of Technical Rescue Teams	60	Firefighters need to be prepared to assist and support many types of rescue operations. It is important to have the skills, knowledge, and abilities to support secondary rescue units. In this module, you will review the ways which firefighters provide support to rescue operations, distinguish between the different forms of response and how they change based on environmental and structural factors, and describe proper rescue procedures. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter II: 5.1.1, “General Knowledge Requirements;” and 5.4.2, “Rescue Operations.”
FF: The Mission, History, and Traditions of Fire Service	60	You are one in a long line of firefighters who have put their lives at risk for others. But how much do you know about the mission, history, and traditions of fire service? In this module, you'll investigate the core values of fire service and how they're put into action, key historic figures and events, and traditions you might encounter locally or regionally. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.1.1, “General Knowledge Requirements.”

FF: The Modern Fire Service	60	Firefighters do much more than fight fires. Because of that, it's important that they understand all the components of the modern fire service. In this module, you'll examine how fire departments are organized and the types of services they perform. You'll also become familiar with the sister agencies it partners with and the policies, regulations, and standards that govern fire department operations. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.1.1., "General Knowledge Requirements."
FF: Vehicle Extrication	60	Motor vehicle crashes (MVCs) are the second most common incidents that the fire service will respond to. Motor vehicles have been designed to keep the passengers as safe as possible, but sometimes this can impede rescue or injure fire service personnel. Every MVC is different. However, the fire service must be prepared for rapid management of the scene, hazard reduction, and rescue of the patient. This module will review vehicle management, patient extraction, rescue tools, and select the appropriate actions to take during a motor vehicle crash rescue. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter II: 5.1.1, "General Knowledge Requirements."
FF: Vehicle Fires	60	Vehicle fires can occur for many reasons when the vehicle is being driven, when it is parked and turned off, or as a result of an accident that compromises one of the vehicle's systems. This module will cover basic vehicle fire extinguishment procedures, potential hazards of fighting vehicle fires, and proper fire operations based on vehicle type and situation. Content in this module is aligned with the NFPA 1001 Standards for Fire Fighter Professional Qualifications, Fire Fighter 1: 4.3.7, "Fireground Operations."

FF: Ventilation Strategies: Roofs	60	Safe, timely, and effective ventilation is integral to control and extinguish structure fires. In this module, you will learn the types of ventilation, ventilation principles and procedures, and ventilation operations for various types of roofs. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.11, 4.3.12, and 4.3.20.
FF: Ventilation Strategies: Varied Structure Types	60	Safe, timely, and effective ventilation is integral to control and extinguish structure fires. In this module, you will learn the types of ventilation, ventilation principles and procedures, and ventilation operations for various types of structures and fires. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.11, 4.3.12, and 4.3.20.

FF: Water Supply and Hose	60	Water supply is a crucial component of the fire service. Firefighters need to know about different water supplies, how water is treated and stored, as well as how water can be distributed. Firefighters also need to know about the hose, specifically how to test, maintain, and store them. Content in this module is aligned with the NFPA 1001, Standards for Fire Fighter Professional Qualifications, Fire Fighter I: 4.3.10 and 4.3.15, “Fireground Operations;” 4.5.2, “Preparedness and Maintenance;” and Fire Fighter II: 5.5.5, “Fire and Life Safety Initiatives, Preparedness, and Maintenance.”
Fire Instructor: Assessments and Evaluations	60	Assessments are meant to be conducted throughout your time with your students to ensure their understanding of the topic you teach in the classroom and the skills you are demonstrating on the training ground. Evaluations are meant to measure student understanding at the end of a unit, a class, or a training session, and these come in the form of tests provided by your hosting AHJ. Utilize these two measurement methods to ensure your students fully comprehend the topics and skills you are teaching.
Fire Instructor: Creating Effective Lectures	60	Keeping open lines of communication is key to creating a safe environment for you as the instructor and your students. Providing your students with the necessary information and training is important, but you must also ensure they obtain that information and meet their learning goals. Students who answer questions, pose questions, and participate in group discussions all prove that they understand what you have taught them. In this course, we’ll discuss these factors and more to determine what goes into creating an effective lecture.
Fire Instructor: Customizing Lesson Plans for Individual Development	60	A lesson plan is your outline for what topics will need to be covered to achieve the learning goals for each of your students. However, there are times when you will need to customize the plan to fit the needs of students. Your students will come from very different backgrounds, some may have learning disabilities and need more one-on-one instruction to succeed, and others may have more experience on the subject and need to be challenged with new details to stay engaged. To adapt to the challenges of teaching a group of individuals with different needs, you should focus on adapting your lesson plans, classroom environment, and teaching methodologies to give your students the best chance to achieve the course objectives.

Fire Instructor: Effective Learning Environments	60	All instructors should strive to create an effective learning environment where your students feel comfortable and trust you as their instructor and fellow students. Simple adjustments like the configuration of students’ desks and your position in the classroom while teaching are ways to build that trust and engage more students in your teaching, leading to an effective learning environment.

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Fire Instructor: Elements of a Lesson Plan	60	Fire Service Instructors are responsible for many things when it comes to leading a group of students in a classroom setting or during hands-on training: understanding the components of a lesson plan, assembling supporting materials for the lesson, using and adapting a plan, and meeting the needs of their students. In this course, we will review how to take the list of duties of an instructor and break them down into manageable steps so you can be better prepared for your first class and those to follow. You will be given scenarios of real-life situations with explanations of how to adapt the plans and techniques to fit the situation best.
Fire Instructor: Principles of Learning	60	As a Fire Service Instructor I, you will mostly teach adult learners. Regardless of the course, you will no doubt be teaching students from different backgrounds and cultures with various motivation levels. As their instructor, it is important to adapt your lessons, teaching techniques, and possibly expectations based on their needs. In this course, we will discuss the impacting factors affecting students, including motivation, cultural differences, learning styles, learning disabilities, and more. We will also review how you can help these students succeed despite their roadblocks.
Fire Instructor: The Role of Online Learning	60	Since the idea of distance learning was first introduced, to now, how a student and instructor can attend a class has evolved. Online training is not meant to replace hands-on training but can supplement and make lecture time more effective by reviewing the basic information in the virtual classroom. The setting and modes of communication may differ, but the instructor's main role remains the same: providing students with the best opportunity to achieve the learning objectives.
Fire Officer: Administrative Department Operations	60	This course will examine the different administrative tasks required of the company officer. The four areas of focus will be budgeting, labor relations management, information management, and developing and implementing policies and procedures.
Fire Officer: Community Relations and Risk Reduction	60	This course will examine the role that the fire department plays in protecting the community. This starts with prevention rather than reaction, by analyzing the community and developing programs to address certain risks. Community relations are where the fire department advances the goal of reducing loss of life and property from fire within the community.
Fire Officer: Conducting Fire Inspections and Investigations	60	This course will examine the purposes and processes for conducting fire inspections and investigations. The company officer may lead the inspection or the investigation or assist with both in some capacity. We will detail what the company officer needs to know to conduct the inspection and investigation.

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Fire Officer: External Relationships	60	This course will examine the concept of stakeholders, both internal and external, private, public, and government-affiliated, in relation to the fire department. It will examine their expectations for the department and the fire service in general and the role the fire department plays in local government. This course will also outline resources and agencies at the local, state, and federal levels that can support the fire department's mission and practice.
Fire Officer: Health and Wellness of Personnel	60	67% of firefighter injuries each year occur during non-fireground activities such as responding or returning from emergencies or during training accidents. That means there is a lot of room to grow regarding safety implementation. This course will highlight the important facets of health and safety and what the company officer must know to be involved in preventing and investigating common causes of firefighter injury and fatality. Focusing on the health and safety of every crew member is ethical, professional, and beneficial to the department.
Fire Officer: Incident Operations	90	The incident scene is the fire service's professional specialty. This course will examine the different facets of operating on the incident scene, including the lead-up and pre-plan, during the incident and operations, and after fire service operations and containment. The company officer will be involved in all three areas – as a leader, manager, or under the supervision of another company officer. All positions will serve as vital components of the overall incident management system.
Fire Officer: Management Responsibilities and Ethics	60	Leadership takes on new intonations depending on the leader, their accompanying traits and characteristics, and their ability to inspire the best from their crew in the fire service. This course outlines the important differences between management and leadership, as well as varying theories and styles of implementation. Actions and supporting activities for effective management are discussed, as well as the characteristics of good leadership. The legal and ethical responsibilities of the company officer are addressed.
Fire Officer: Officer Professional Development	60	The fire officer will continually utilize the skills of communication, decision-making, and conflict management. These skills can be acquired and accelerated through professional development, higher education opportunities, and setting goals. This course will examine the various aspects of professional development for the company officer and how to continually develop their skill sets through various means, which will allow them to increase their effectiveness within the organization.

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Fire Officer: Role in the Organization	60	Firefighters seeking to serve their departments and communities more effectively may be interested in becoming company officers. This course aims to educate current and aspiring company officers in the fire service to maximize their leadership capabilities. Ultimately, leaders strive to serve, create a cohesive crew, and ensure safety for the departments and communities they serve. This course, based on Robert S. Fleming's book Company Officer for Fire and Emergency Services, prepares the learner for the knowledge , skills, and competencies outlined for Fire Officer I and Fire Officer II in NFPA 1021, Standard for Fire Officer Professional Qualifications.

Fire Officer: Supervising and Developing Personnel	60	This course will examine the role of the company officer in more detail with respect to managing and leading the crew for which they are responsible. It will explore and detail the areas of training, mentoring, supervision, performance management, and discipline.
Fire Ventilation and Flow Path Control	60	Michael Reick, a regional fire chief in Germany, looks the differences in how Europe studies flow paths and ventilation as well as LODDs compared to their US counterparts.
Firefighter Training Programs: A New Approach	90	Finger Jr. gives the latest updates on how best to construct your training programs to fit the your state, municipal, and federal requirements.
Fireground Strategies: Command, Control, and Accountability	60	Avillo goes through the timeline of what first-arriving crews should expect when arriving at the fireground and how to approach and train for the many types of responses faced by every engine company.
Fireground Strategies: When Buildings Change the Rules of the Game	90	Anthony Avillo goes through the timeline of what first-arriving crews should expect when arriving at the fireground and how to approach and train for the many types of responses faced by every engine company.
First Responder Safety at a Small Aircraft or Helicopter Accident	90	Aircraft are a prolific part of modern life – aiding in agriculture, transportation, military strategy, and rescue. However, accidents occur every day, and fire personnel need to be prepared to rescue occupants and manage the damage. Many aircraft inherently carry hazards dependent on their type and flight usage. Be aware of these hazards when approaching your tasks on the next small aircraft accident.
Flashover: Life and Death Decisions on the Fireground	105	Winzer uses his own experiences from suffering burns in a flashover to inform FDIC students to the potential dangers all firefighters face when responding to structure fires.
Flood Water Recon and Rescue	30	This Training Collection course, filmed at the Guardian Centers' flood village, provides a look at the process of searching flood waters in a residential neighborhood, and rescuing victims once they've been located. Utilizing lessons learned from the response to Hurricane Katrina, this course offers a hands-on look at tools and tactics that will keep both responders and victims safe in flooding conditions.

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Foam: There Is a Better Way to Do the Job	75	Shawn Oke looks at the basic terminology, types, variables, and experiment results of this invaluable water supplement
Follow the Water	75	Gustin gives this on-camera demonstration on the basics of standpipes, their myriad functions and uses, the various types found in specific buildings, and how they are to be used I case of fire.
Full Contact Leadership	90	In this course, Deputy Chief Anthony Avillo introduces you to the traits of Full Contact Leadership and how it applies to the fire officer and those who aspire to become fire officers. Understanding and addressing the often uncomfortable personnel conflicts and subordinate/ superior relationships and their application to the fireground are a major focus. The steps to resolving personnel conflict are compared and applied to the familiar fireground evolutions with which most fire operators are comfortable--as a way to introduce a level of comfort into the uncomfortable areas of command and leadership.
Gaining Relative Superiority The 2 1/2-Inch Attack Line	60	Brian Brush discusses some of the advantages of the 2 1/2-inch hoseline in fire attack.
Gaining the Tactical Advantage	60	Isaac Frazier discusses the importance of preparation, training, and mental focus firefighters need to handle the physical and mental pressures before the tones drop.
Grant Writing	60	Oftentimes, fire department and EMS agencies do not receive the funding they need; some providers only have $5,000 annually to cover community awareness, new equipment, firehouse repairs, and more. Some providers only have $5,000 for their annual budget. Other departments may have larger operating budgets, but those usually come with growing demands to provide services to a larger number of constituents. Grant writing can help fill the gaps where allotted budget leaves a lot to be desired. We'll cover types of grants, tips for writing a good grant proposal, and submitting them to the funding organization.
Hand and Portable Power Tool Equipment Safety	90	With over 1 million injuries a year, national organizations take safety, especially hand and portable power tool safety, very seriously. Being trained and knowing which personal protective equipment will protect you from the hazards of the tool is only a starting point for injury prevention. In this line of work, injuries come far too frequently. The job of a first responder is difficult, but tools, when used properly, can make the job easier. To reach the victim. To stabilize the structure. To secure a wound or secure an egress from a situation. Whatever the use may be, tools can save lives; however, when used incorrectly, they can take them too.
Hand and Power Tool Safety	30	Most of us use tools in our daily work. But do you realize how dangerous tools can be if they are not handled correctly? This training focuses on the importance of hand and power tool safety, the hazards that can lead to injuries and deaths, and the precautions needed to work safely with these tools.

Hazmat Awareness (Hazcom)	60	First responders can mitigate risks and personal bodily harm by being aware of where to find life-saving information in an emergency and being prepared for likely outcomes. This course is designed to equip firefighters and emergency response personnel with essential knowledge and skills to navigate the release of chemicals and hazardous substances. This course will cover relevant material for NFPA 704, NFPA 472, and the OSHA Hazard Communication Standard. Key topics include understanding chemical safety hazards, recognizing potential threats posed by hazardous substances in different environments, and ensuring effective communication of critical information. This course emphasizes the importance of clear and accessible chemical identity and hazard information, aligning with OSHA standards and the right to know.
Hazmat: Awareness Response to Hazardous Materials	120	Hazardous material (hazmat) operations begin with using product and hazard information to correctly identify the materials involved and utilizing resources to guide the initial response and defensive operations. In this module, you'll learn how to recognize commonly used hazmat placards and markers, use resources like the Emergency Response Guidebook, and perform awareness level operations related to initial response and product control. This module provides knowledge and information related to OSHA 1910.120 and the following NFPA Standard 1072 Job Performance Requirements: 4.2.1, 4.3.1, 4.4.1, and 6.5.

Hazmat: Chemicals, Their Properties, and Potential Hazards	120	It is important for responders to be familiar with basic chemistry concepts to understand how elements react with one another to form chemical compounds and how chemicals react to each other so they can predict the behavior of hazardous materials. It is not necessary to memorize the chemical symbols of all the elements on the periodic table, but one must be familiar with those that most often appear in hazardous materials. In this module, you'll learn about chemicals, their properties, and potential hazards. This module provides knowledge and information related to OSHA 1910.120 and the following NFPA Standard 1072 Job Performance Requirements: 5.1.3.
Hazmat: Detection, Monitoring, and Sampling	60	First responders can use a variety of monitors and detectors to determine hazards present at potential hazardous materials incidents. Detection and monitoring equipment range from simple papers that detect presence to sophisticated multi-gas gas detectors that quantify the amount present in the atmosphere. In this course, you'll learn about how hazardous materials are detected, monitored, and sampled. This course provides knowledge and information related to OSHA 1910.120 and the following NFPA Standard 1072 Job Performance Requirements: 6.7.

Hazmat: Fixed Facilities and Fire Protection	60	Fixed facilities have many types of fixed fire-protection, suppression, and detection systems. In this module, you'll learn about these fixed systems. You'll also learn about other forms of fire protection, such as the International Fire Code, and the process of pre-emergency planning. This module provides knowledge and information related to OSHA 1910.120 and the following NFPA Standard 1072 Job Performance Requirements: 5.1.1, 5.1.4, 5.1.5, 5.4.1, and 5.6.1.
Hazmat: Foundation to Hazardous Materials	60	Simply put, if something endangers the public, the fire department typically plays some role in the response. Along those lines, in most communities it is the responsibility of the fire department to handle the release of hazardous materials (hazmat) and weapons of mass destruction (WMD). This module provides knowledge and information related to OSHA 1910.120 and the following NFPA Standard 1072 Job Performance Requirements: 4.1.1, 4.1.3, 4.2.1, 5.1.1, 5.1.4, and 5.1.5.
Hazmat: Gross, Emergency, Mass, and Technical Decontamination	60	Decontamination protects responders from agents that may contaminate and permeate the protective clothing, self-contained breathing apparatus (SCBA), tools, apparatus, and other equipment used at the incident. In this module, you'll learn about how things become contaminated, and how to perform different kinds of decontamination procedures during accidental release incidents and at crime scenes. This module provides knowledge and information related to OSHA 1910.120 and the following NFPA Standard 1072 Job Performance Requirements: 5.5.1, 6.3, 6.4, 6.5.1, and 6.6.1.

Hazmat: Hazardous Material Operations	120	Hazardous materials (hazmat) operations depend on the structure of the Incident Command System (ICS) and the observations of its responders to predict potential harm; minimize hazards; control the scene; and protect people, property, and the environment. In this module, you will learn how ICS works, how to estimate and reduce potential harm, and the types of hazmat response operations you may be asked to perform on-scene. This module provides knowledge and information related to OSHA 1910.120 and the following NFPA Standard 1072 Job Performance Requirements: 5.1.1, 5.1.5, 5.2.1, 5.3.1, 5.4.1, and 5.6.1.

Hazmat: Incidents involving Terrorism, Weapons of Mass Destruction, and Illicit Laboratories	60	Acts of terrorism are designed to result in the maximum amount of damage from an explosive device, or through the release of a chemical or biological agent, which are often created in illicit laboratories. These illegal labs may explode or contaminate its workers and the surrounding environment, which can cause catastrophic damage similar to a terrorist attack. Terrorist activity may include actions like vehicular homicide and shootings, but for the purposes of this course, we will focus on hazmat response to terrorist activity. In this module, you'll learn how to recognize signs that identify potential terrorist activity and illicit labs. You'll also learn which actions to take during incidents involving terrorism, weapons of mass destruction (WMD), and illicit laboratories. This module provides knowledge and information related to OSHA 1910.120 and the following NFPA Standard 1072 Job Performance Requirements: 5.2.1 and 6.9.1.
Hazmat: Personal Protective Equipment	60	Personal protective equipment (PPE) is an important component in any hazmat responder's inventory. Using it properly is the best way to prevent injury or death. In this module, you'll learn about the two major categories of PPE, how to select the proper PPE for an incident, and how to use and maintain the equipment properly. This module provides knowledge and information related to OSHA 1910.120 and the following NFPA Standard 1072 Job Performance Requirements: 6.2.1.
Hazmat: Victim Rescue and Recovery	60	Rescue operations can range from a single exposed or injured victim to a mass casualty event. The incidents can range from accidental releases from vehicles or industry to terrorist acts. Operations-level personnel trained to the mission-specific operation of victim rescue and recovery must operate under the guidance of a hazardous materials technician, an allied professional an emergency response plan, or standard operating guideline. This module covers the methods of victim rescue, triage, and recovery. This module provides knowledge and information related to OSHA 1910.120 and the following NFPA Standard 1072 Job Performance Requirements: 6.8.1.

Hearing Conservation for First Responders	60	Research has found that about 40% of firefighters experience some level of hearing loss due to exposure on the field and in the firehouse. When we think about hearing loss, we assume it is only caused by long durations or loud noises, which is incorrect. Further research has been done on the subject and found that it is not only noise exposure but also exposure to certain harmful chemicals that we are exposed to in the field. While most forego the use of hearing protective equipment to avoid not hearing communications of sounds of the scene, they are doing more harm than good because the more exposure they subject themselves to in those instances, the worse off their hearing will be in the near future.

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HIPAA for First Responders	60	HIPAA provides protections to ensure that patient identities and their protected health information remain confidential. It's important that all EMS providers take steps and caution to prevent any violations of HIPAA. This course will act as a reminder to ensure providers take the necessary precautions to avoid any information breaches.
HIPAA for Managers of First Responders	90	HIPAA provides protections to ensure that patient identities and their protected health information remain confidential. It's important that all EMS providers take steps and caution to prevent any violations of HIPAA. This course will act as a reminder to ensure providers take the necessary precautions to avoid any information breaches.
HIV/AIDs	60	First responders have many hazards that accompany the field: risk of injury trying to offer assistance to someone in need, risk of contracting a virus like cold or flu, or even more serious ones, like bloodborne pathogens. It is important to take the necessary steps to protect yourself from all hazards, but it is also important to understand why. In this course, we will focus on the bloodborne pathogen Human Immunodeficiency Virus (HIV) and its late-stage form of the disease when left untreated, Acquired Immunodeficiency Syndrome (AIDS), how it can be contracted, treated, and prevented, as well as steps to keep yourself and other patients safe from this infection. Employers should follow the OSHA standard 1910.1030 to provide a safer environment for first responders due to the greater risk of contracting a virus of this type.
Hoseline Operations For Fires In Multiple Family Dwellings	90	Gustin's lecture looks at the importance of the decisions incident commanders must make in choosing and placing hoselines at multiple dwelling fires.
Hydration on Shift	60	Hydration and nutrition are two categories often overlooked by first responders. When they do this, they pay for it later on. How often have you worked an 18-hour shift, relying on fast food and a few sips of water here and there, consuming multiple energy drinks to try and stay awake while waiting for your next call? While energy drinks do have their time and place, in this situation, they are not the best choice. Megan Lautz, an award-winning dietitian who works exclusively with first responders, has dedicated her career to understanding how to regain energy and stay properly hydrated.

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Incident Command Mindset and Initial Response	120	The command function is arguably one of the most challenging on the fireground, or any emergency scene for that matter, in both larger and smaller departments. In the first minutes of an incident, the Incident Commander (IC) takes in massive amounts of data, distills it down into decipherable pieces of information, and then makes strategic decisions that guide the incident forward based on that information. To do this, the IC must not only be operationally sound and an excellent communicator, but they must also have a robust understanding of those initial critical command functions, why they are being performed, and how to perform them proficiently. This course will guide anyone who is, or potentially will be, an incident commander. It will address command fundamentals, as well as the elements that can both help and hinder an IC, to help ensure fireground success.
Incident Reporting in NERIS	60	The National Emergency Response Information System (NERIS) is the modern way fire services report their information. Replacing the original NRIS (National Fire Incident Reporting System), NERIS is meant to deliver a more accurate mode of recording data, provide an easier experience for users, and overall improve safety through these and other benefits. Throughout this course, we will review the new system and dive deeper into all of its features, how it is helping to reshape the fire service, and how it reports on incidents. It is key to learn from the past and improve upon it, and this new reporting system is one way in which this can be done.
Infectious and Communicable Diseases	60	Hazards are present in many aspects of EMS. When you're focusing on the patient, it can be difficult to think of some of the smaller or unseen dangers to first responders. This course will discuss what EMS providers can do to identify symptoms and protect themselves from infectious and communicable diseases such as hepatitis, HIV, tuberculosis, influenza, norovirus, and coronaviruses.
Introduction to AI in the Fire Service	60	Artifical Intelligence is no longer a science fiction topic. It has been incorporated into organizations far beyond what we know, and the capabilties and uses are only growing. But how can AI help you, in the fire service? While it cannot extinguish the flames, just yet, it can help with the more adminstrative and day-to-day tasks required of departments. Think of all the tasks you need to complete on a daily basis and how much time it takes. By the end of this course, you will have gained a solid understanding of the fundamentals of AI, and how it can best support you and your organization.

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Introduction to Aircraft Rescue and Firefighting (ARFF)	120	Airport rescue and firefighting services can differ significantly in terms of staffing, equipment, vehicles, operating procedures, airport size, emergency activities, and the types of aircraft they serve. Throughout this course, we will review the knowledge first responders should have when responding to aircraft or airport fires, including but not limited to the layout of the airport, the type and size of aircraft at the airport, different fire extinguishing agents, evacuation protocols, and how to read and navigate additional resources like an Airport Emergency Plan (AEP). The information in this course aligns with 14 CFR Section 139, AC 150/5210-17, NFPA 440, NFPA 460, and NFPA 1900. Procedures at your facility may not align with all the information presented in this course, so be sure to follow your local protocol.
Introduction to the Incident Command System, ICS 100	120	The United States experiences about 65,000 natural disasters each year, from minor localized incidents to major catastrophes. The Incident Command System (ICS) is a necessary part of organizing response and aid surrounding these disasters. Furthermore, ICS can be incorporated into large-scale planned events as well to mitigate and protect against potential disastrous developments. Fire and EMS professionals have an obligation to be familiar with this organizational structure and their role within it.
Is An Online Fire Degree Your Next Step?	60	We've all heard it said that to succeed in Fire/EMS, we need to pursue higher education. But why does higher education matter to Fire/EMS? How does formal education help me become an effective first responder and leader? In this course, we'll look at why higher education matters, overcoming roadblocks, best practices for online education and finding the right program for you. Note: There are no CEUs awarded for completing this course.
Ladders: Operational Strategies with Portables, Aerials, and Towers	75	Aerial expert Ciampo looks at all of the possibilities and options incident commanders have when positioning ladders a large structure fires.
Leadership is...	60	In this course, Peter Van Dorpe discussed multiple components of the hard work that is leadership. Leaders are called to lead through difficult and, at times, unpleasant situations. However, through this experience, leaders can grow and develop to become the best leader they can be. After examining qualities of a good leader and some lessons from wise leaders, now you have a plethora of inspiration and motivation to put this knowledge to good use.
Leadership Through Training	60	This course discusses the role all instructors have as leaders and influencers. It delves into ways we can maximize that influence before, during, and after we train. It provides practical advice that is immediately deployable. Training is influence, and influence is leadership. How will you lead through training today, tomorrow, and in the future?

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Live Fire Instructor 101 - Burning Safely	90	All eyes are on you. Don't underestimate the task. Training firefighters in a live training session requires preparation. You need to prepare yourself to lead a class with the characteristics of a good instructor, like humility, hard work, safety, and positivity. Then you need to prepare what you want to teach these students and plan out how you will do so. When those plans don't go the way you expect, due to technical difficulties or student discussion, it is important to adapt and acknowledge ways to improve your preparation and revise. Teach your students that it is okay to make mistakes and learn from them, as this will likely happen on the real fireground, too.
Live Fire Instructor 102 - Building the Burn	60	It is straightforward to set up a simple campfire in the corner and instruct students to put it out with a hose. But what are students really getting out of this session? Not much. It takes time to create a more interactive and immersive experience for your students to get the most out of each training session and be best prepared for the real fire scene when they arrive. Captain Ian Bennett leads the discussion on the impact live fire instructors have on their students and how to provide them with the most effective training experience.
Live Fire Instructor 103 - Becoming a Better Instructor	60	As a live fire instructor, you will be expected to have all of the answers. Sometimes you will, but there may be instances when even you make a mistake. It is vitally important to address these close calls with your students so they are aware of what can go wrong in a live fire and how they should approach those situations. To be a better instructor, you must be a student yourself and learn to adapt to different mentalities and apply new concepts into your teaching style. This will provide your crews with a safe and effective live fire training.
Lockout/Tagout	60	Responding to an emergency call at a location that handles hazardous materials and machines can be a frightening situation if you do not have the proper training. Industries that work with such materials are required to have a lockout/tagout system in place to prevent these situations from happening, but sometimes accidents will happen anyway. As a first responder, you must go into these calls with your training, an understanding of how to handle these locks and tags, and knowing that you will have to be even more cautious when providing care as your actions may have adverse reactions when it comes to dealing with hazardous materials and machines.
Main Street Fires: Is Your Department Ready?	60	Pronesti talks about making the necessary preparations departments need to make before running calls for large fires in heavily populated areas.
Man vs Machine	60	Man vs. Machine incidents pose unique considerations that responders must consider. In this training collection course, experts Jimmy Adams, Mark Gregory, Tom Gies, Paul LaRochelle Jr., Pat Nichols, and Phil Higgins discuss and demonstrate what to do during Man vs Machine situations. This course will provide insights on ring removal, meat grinder accidents, industrial machine incidents, and more.

Mastering Fireground Command	60	According to Project Mayday, 36% of Mayday transmissions were missed on the first call by fireground personnel or dispatch. How many other important radio communications are missed or repeated before action is taken? How can we calm the chaos and get to work? Anthony Kastros shares his experience and insight into how fireground command can be optimized to ensure personnel safety, accountability, quick deployment of resources and operations, and yes, minimize radio traffic to the most essential communications.
Mastering ISO Readiness: Avoiding Deployment Mistakes that Cost You Points	60	Learn how to maximize your ISO score through effective deployment analysis. This course will guide you through evaluating road base coverage, response times, and documentation strategies that directly impact your ISO rating. In this session, you'll learn: • How protected road base and apparatus placement affect deployment credit • What data and documentation are required for a Systematic Performance Evaluation • How to calculate and optimize your Engine and Ladder/Service Company scores Chief Joseph D. Bryant from Cobb County Fire & Emergency Services Fire Planning Division will join us to share how their department approaches deployment analysis to stay ISO-ready. Don't miss this opportunity to hear firsthand how a leading department turns ISO requirements into actionable success.
Mastering ISO Readiness: Building Smarter Response with Ladder & Service Companies	60	Every fire brings its own unique challenges and requirements. From towering three-story structures to high-demand water flow scenarios, understanding your community's risk profile is essential to deploying the right apparatus. In this course, we'll explore how to align your department's resources with real-world needs and maximize your FSRS credit. What you'll learn: - How to determine when a Ladder or Service company is required based on building height, Needed Fire Flow (NFF), and other key criteria How to evaluate and credit automatic aid and proposed stations using protected road base and hydrant coverage analysis - How to handle special apparatus configuration like quints, and how they can be leveraged to meet both operational and rating requirements We will also be joined by Lt. Barry Turner from Memphis (TN) Fire Department who will share they streamline apparatus planning, improve readiness, and support FSRS evaluations. Whether you're a fire chief, ISO coordinator, or municipal planner, this course will equip you with the resources and insights to make smarter, data-driven decisions for your department.

Mastering ISO Readiness: Demystifying the Water Section of Your Audit	60	Join us for an essential training session designed to help fire departments navigate the complexities of ISO audits with confidence. This webinar will break down FSRS Section 600 and provide actionable insights into water supply documentation, hydrant testing, and hydraulic modeling. What you'll gain: A clear understanding of the water supply data ISO requires – and how to organize it. Proven strategies to ensure your hydrant inspections and flow tests meet ISO standards. Insights into hydraulic modeling and how it can boost your water supply score. James Holly from Stillwater Fire Department (OK) will be joining us to share how they prepare for ISO audits with ease, offering real-world tips and lessons learned. Whether you're preparing for your first ISO audit or looking to improve your score, this session will equip you with the tools and knowledge to streamline your process and maximize credit.
Mayday Operations	60	"Mayday, Mayday, Mayday! Engine 512 bucket, Firefighter Smith, located in the basement, trapped beneath a collapsed stairwell, low on air, pain in my leg, and need immediate assistance." This is a call you hope to never hear in your career, but one you should be prepared for. A mayday call is made by or for a firefighter who is trapped, missing, or injured and needs help now. Project Mayday, a study of mayday incidents, responses, and prevention methods, reported that there were 18,697 mayday events in the United States Fire Service over a six-year period. Due to the nature of these calls, it is important to keep a level head as the leader of a mayday operation to approach the situation with a well-thought-out plan of action appropriately. Communication will be key when working with others to get to the fallen firefighter as quickly as possible to retrieve them from their hazardous situation.
Mechanical Advantage in Rope Rescue	30	Across the fire service, anyone may encounter scenes where rope rescue is needed skills, even if technical rescue teams aren't readily available. High-rise emergencies, confined space rescues, injuries at construction sites, or lost hikers in the wilderness are just some of the many potential calls. This course, filmed with the team from Advanced Rescue Solutions, presents a common sense approach to technical rescue utilizing equipment you likely already have on your rig. Throughout this course, the instructors will cover the process of setting up a mechanical advantage system to lift a victim, selecting safe edge restraints and how to use a body anchor when operating in high places, and rescuing a victim trapped in an elevated impalement. Rope rescue can be highly technical, but understanding the forces and mechanics behind the setups will help inform rescue operations in the field.
Meeting Documentation and Knowledge Management	60	Artificial intelligence is rapidly becoming part of how fire departments document meetings, debrief incidents, and manage information. AI note-taking tools promise efficiency, improved follow-through, and searchable records. At first glance, they appear to be simple productivity upgrades. However, in a public safety organization, there is no such thing as "just a note."

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Mentoring in the Fire Service	30	This microlearning course was recorded at FDIC with experts like Thomas Merrill, Scott Thompson, Chase Sargent, and David Hesselmeyer providing guidance on successful mentoring in the fire service. Mentorship is an important tool in the fire service so members can learn from other's experiences. In this course, you will gain advice on mentorship programs and how they work in the fire service.
Mitigating Workplace Violence	60	Learning how to mitigate workplace violence is a crucial part of providing a safe and secure work environment. Mitigating workplace violence is not only important so that departments can provide personnel with a safe workplace, but it also allows staff to recognize early warning signs and how to report them. This course will help departments learn how to recognize, identify, prevent, and respond to instances of workplace violence.
Municipal Response to ARFF Incidents	60	Aircraft accidents pose unique challenges to municipal firefighters who may not have been specifically trained in aircraft rescue and firefighting techniques. Departments near an airport may be called on for aircraft-related incidents and should seek to train for a safe and effective response. In this course, we will discuss regulations, aviation specifics for response, extinguishing aircraft fires, search and rescue operations, hazmat mitigation, and scene preservation.

National Response Framework, An Introduction, NIMS 800	180	While the National Response Framework may seem like it only pertains to incidents requiring Federal agency intervention and support, the mission applies to readiness and response as a nation – from household planning all the way up to the organization and response of National resources, agencies, and partners. This course lays out foundational concepts and defines local, state, Federal, tribal, and territorial response organizations, with their corresponding roles and responsibilities. All these partners work together to ensure a secure and resilient nation that stands firm against hazards and threats.
NFPA 1850: Challenges, Realities, and Solutions	90	This course discusses NFPA 1851 (now merged into NFPA 1850), the Standard on Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting, emphasizing aspects that affect not only the end user firefighter but also the entire organization. Topics discussed include the entire structural firefighting ensemble; an explanation of materials, certification testing, and care by the end user and the organization; quartermaster systems internal and external; challenges to implementation; cultural challenges; strategies and best practices for implementation; and value to the firefighter and organization will be covered. NFPA Standards: 1850, 1970

Officer Development in the Volunteer Fire Service	90	Far too many officers are simply elected or appointed but they are provided with very little or no training at all and are left to “fend for themselves’ as they try to earn respect and gain the confidence of their membership while trying to learn about the jobs they are expected to perform. In this course, Deputy Chief Merrill advises on the unique challenges faced by volunteer fire officers for both operations and administration. Officers and future fire officers need to be able to properly prepare for and perform their roles as officers. To help equip current and future officers, Deputy Chief Merrill gives tips, tactics, and advice.
On the Go Nutrition for First Responders	60	Dietitian Megan Lautz provides a quick, practical guide to eating healthily on the move. First responders don’t always have time for sit-down meals, but smart food choices can keep energy levels high and performance strong. This presentation covers easy, nutrient-packed snacks, meal prep tips, and strategies to fuel long shifts—without relying on junk food. Learn how to stay energized, focused, and ready for action, even when time is tight!
OSHA Injury Reporting (Form 300, 300A, and 301)	60	According to the NFPA, 63,175 firefighters were injured in the line of duty, and according to the CDC, 16,900 EMS professionals sustained work injuries. This total does not include illnesses resulting from hazardous work environments. Workplace injuries and illnesses are fairly commonplace for first responders. Therefore, injury and illness documentation should also be fairly familiar to department personnel. This course delves into the purpose, implementation, and penalties surrounding OSHA 1904 work-related injury and illness documentation and reporting.
Overcoming Common Engine Company Mistakes	60	Jason Rivera takes this hands-on, back-to-basics approach on getting the initial attack line quickly in place and how to avoid and overcome problems when things go wrong.

Personal Protective Equipment (PPE)	90	When was the last time you or someone you know got hurt on the job? Studies show that firefighters sustain about 60,000 injuries annually, and EMS professionals sustain about 23,000 injuries annually from responding to emergency calls. That doesn’t include regular injuries sustained at the station or over time. PPE can lessen the impact of these injuries and help you to keep answering the next call for help. This course will address the types of PPE available for fire and EMS professionals, legal requirements from OSHA regulations, and tips for maintaining your equipment and staying “combat ready.” NFPA 1971, OSHA 29 CFR 1910, and OSHA 29 CFR 1926 are referenced throughout.
Preparing for Leadership	30	This microlearning course was recorded at FDIC with experts like Chase Sargent, Thomas Merrill, and Eric Dreiman sharing tips and tricks on how to prepare for a leadership role properly. In this course, you'll be presented with advice on how to handle the transition from peer to leader. By preparing for leadership, you'll learn how to strive for success and the challenges that may come from the new role.

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Preventing Back Injuries	60	According to the CDC, approximately 21% of on-the-job injuries and illnesses experienced by EMS workers involve the lower back. Statistics point to firefighters suffering back injuries even more often. First responders suffer countless dangers, but back injuries should not be one of them when they are avoidable. This course empowers first responders to reduce injuries and enhance operational performance through functional fitness, ergonomic practices, and mental health resilience. With proven, real-world strategies, learn how to prevent back pain and musculoskeletal injuries, manage job stress, and improve longevity in the field.
Preventing Sexual Harassment	60	Fire and EMS personnel come to work ready to face any call that comes their way. When facing a difficult call, resting at the station between calls, or interacting with other personnel, there may be times that an individual is made to feel uncomfortable in their working environment. Every employee deserves to work in an environment free from harassment. In this course, we'll examine what constitutes sexual harassment, ways to prevent it, and how to cultivate a safe working environment.
Preventing Slips, Trips, and Falls	60	The latest data shows that 22% of all firefighter injuries and 10% of all EMS provider injuries are due to slips, trips, and falls. These types of injuries are largely preventable if appropriate precautions are taken. This course will cover the basic preventative methods for avoiding this kind of injury in the workplace or on the fireground. Topics covered include the most common circumstances for major falls, preventative measures to avoid slips, trips, and falls, and the correct usage of workplace equipment to ensure environmental safety. This course will address OSHA guidelines, including 29 CFR 1910 subpart D.

Protection Against Phishing Attacks	60	Reports of online scams and cyberattacks are on the rise, but most people don't heed them until it's too late. So, what steps can you take right away to avoid becoming another cautionary tale? One critical security measure is protecting yourself against phishing—when an attacker pretends to be a trusted contact or organization to gain access to personal information. This general education course provides foundational information on this subject, not specific to Fire and EMS operations.
Pump Panel Pointers	60	Jerry Naylis offers his practical solutions to common problems apparatus pump operators can encounter in the field.
Quick Drills for the Driver-Operator	60	Eric Hankins offers these quick tips to allow apparatus driver-operators to improve their skills and become more efficient at their job.
Reasonable Suspicion for Supervisors	120	When it comes to drug use in the workplace, it is vitally important to have an understanding of the laws and regulations surrounding the topic, from the federal, state, and local levels. However, when suspicions of intoxication arise, how those suspicions are handled needs to be in accordance with laws and regulations that encompass the department.

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Recruitment and Population Growth	30	This Training Collection discusses ways departments can adapt to population growth. One main way departments can adapt is by improving recruitment, increasing diversity, and preparing for inclusive recruiting. This course offers valuable insights on how departments can improve recruitment and retention and invaluable tips on what to look for when recruiting for suburban fire departments.
Recruitment and Retention Challenges for Volunteer Departments	90	In an ever-evolving world, retention can be one of the biggest challenges volunteer departments face. The key to combating these challenges is understanding the data behind why people leave and common factors that influence the decision to stay. In this course, developed in partnership with the NVFC, we'll look at how sleep deprivation, gender differences, generational differences, mental health, work-life balance, and organizational climate can impact your department and how to address these challenges.
Reducing Cancer in the Fire Service	120	Welcome to the nonprofit Firefighter Cancer Support Network's "Doing it Right - Reducing Cancer in the Fire service" awareness and prevention training program. The primary goal is to Educate firefighters and EMS personnel about their increased risk of developing cancer; encourage actions and behaviors to reduce or prevent exposure to occupational cancer hazards; encourage healthy lifestyle choices to further reduce cancer risk; and provide information about screenings and early detection, have conversations around culture change, and share resources available to firefighters, EMS personnel, and their families following a cancer diagnosis.
Reducing Cancer Risks	30	Discover ways to prevent cancer in the fire service with Sara Jahnke and Russell Osgood, experts in this field. They offer helpful resources and support for individuals dealing with cancer and effective strategies to decrease the risk of cancer in your department. It's vital to be aware of the dangers and prioritize self-care, particularly for women in the fire service. Let's work together to promote a healthier future.

Residential and Commercial Forcible Entry	90	The only thing holding you back from victim rescue is a door. What's your next move? Forcible entry is required in a variety of emergency situations, and you never know what you'll be facing. Is it made of wood or metal, is it a latched or bolted, does it swing inward or outward? Identifying these characteristics will determine your approach in how you will effectively gain entry. You will also need to rely on your knowledge of your tools, and how to overcome added security measures that may be in place. Wood's Forcible Entry and Training Solutions will take you through the highlights and give you some added tips for making your next entry as easy as possible.
Resolving Conflict in the Workplace	60	Resolving conflict between employees can be difficult. This general education course explains the common causes of conflict. It also gives you six full-proof steps to mediate conflict and how to deal with angry or frustrated employees.

Respiratory Protection for First Responders	90	At 8% oxygenation in the atmosphere, fatality can occur in 8 minutes. The odds are, you will respond to calls with respiratory hazards. Clear thoughts and oxygenated muscles will help you on any emergency scene. Clear, oxygenated air supports your body's life-supporting functions and keeps you performing at your best. All emergency personnel must properly utilize their respiratory protection. This course will detail the foundational principles for establishing and using respiratory protection in the fire and EMS sectors of service in consultation with OSHA 29 CFR 1910.134, NFPA 1981 and NFPA 1852 SCBA Standards, NFPA 1970, NIOSH 30 CFR Part 11 and NIOSH 42 CFR Part 84.
Responding to Collapsed Structures	60	This Training Collection course compiles Training Minutes videos covering a variety of collapse scenarios. From concrete rubble after earthquakes, to patients trapped after car collisions, to collapsed high rack shelving, collapse calls can come from many different sources. Taking the time to familiarize yourself with the tools and tactics required for these scenes will help prepare you for these high-risk, low-frequency calls.
Responding to Domestic Violence Calls	60	During your scene assessment of an emergency scene, you are taking in a lot of information: who are the victims, is the scene safe, and are there other hazards around that can cause more injury? Another factor you should be looking for is signs of domestic abuse. Unfortunately, this is not an uncommon issue to encounter at an emergency scene, but one that may be overlooked if the signs are not noticed. Throughout this course, we will review who is typically involved in a domestic violence case, identify key red flags to look for, and discuss proper reporting procedures for such incidents. Be prepared for your next call to observe all possible hazards at the scene, including those that may involve your victims.

Roadside Safety Issues	90	Emergency responses to road and highway incidents are some of the most dangerous work faced by firefighters and emergency medical personnel. According to the National Highway Traffic Safety Administration (NHTSA), on average, 23 roadside workers and first responders are killed in motor vehicle-related crashes on the roadside, with hundreds of others suffering injuries from the same. Blocking with a fire apparatus can help protect fire and EMS personnel, but that's only one aspect of an overall system of strategies and tactics for highway incident response. As we will discuss in this course, there are several tactics responders should implement to provide opportunities for a safer roadside incident work area.
RT-130 Refresher: Fire Shelter Review	60	It's a windy day on the fireline, and conditions are changing rapidly. What was a clear operation area moments ago has escalated to a possible entrapment situation. Fire shelters are a low-frequency, high-yield training requirement. Hopefully, you have never had to use one, but you should be ready if necessary. Refresh your memory with this RT-130 refresher course to ensure that you are prepared the next time you're facing a possible entrapment.

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RT-130 Refresher: Fire Year in Review (2026)	30	The 2025 wildfire season had over 78,000 fires and devastated parts of Southern California. Despite these truths, 2025 also saw fewer square miles affected, fewer firefighter injuries, and a greater emphasis on safety. Let's take a look at the past year and apply lessons learned to make this year the safest and most efficient fire season yet.
RT-130 Refresher: Human Factors and Aviation	60	Wildland fire and aviation operational safety is a broad topic that encompasses medical aviation all the way to Unmanned Aircraft Systems. We'll cover how to make decisions regarding these two aviation resources and how to communicate with the proper channels to request them. This refresher course will apply to the Fire and Aviation Operational Safety requirement and the Human Factors, Communication, and Decision-Making requirement.
RT-130 Refresher: Incident Review		The 1981 Ransom Road Fire was a wildland fire incident that profoundly influenced firefighter safety learning within the wildland fire service. This course will highlight the importance of preparedness to help firefighters manage risk, respond to critical incidents, and support one another before, during, and after traumatic events.
Rural Water Movement Operations	75	Adkins explains how rural fire departments can maximize its operations through the most efficient ways to move its water supply.
RV and Mobile Home Emergencies	30	Discover the truth about mobile homes and recreational vehicles in fire situations in this microlearning. In this Training Collection, you'll learn how to respond to mobile home fires, gain insight into mobile home fires, uncover the myths and realities of mobile homes, and learn how to overcome RV emergencies.
S-130: Briefings and Demands of the Position	60	There are many demands of being a wildland firefighter; you are exposed to arduous elements, push your bodies to physical limits to complete a task, spend extended time away from family and friends, and more. Because of these stresses, it is important to find the right balance to ensure you are giving yourself the best opportunity to get the job done while keeping yourself safe from unnecessary risk. Efforts should be made before responding to incidents, such as staying physically and mentally fit to keep your body in shape and ready for the demanding conditions of the position. When on the scene, actively participate in daily briefings to be aware of important details on the fire you are approaching, and after action reviews to learn about areas of improvement and successes.

S-130: Case study and Incident Exercise	90	In 1994, a tragic wildfire spread across Storm King Mountain, claiming the lives of 14 brave firefighters. Those who survived share their experiences, what actions may have saved their lives, what they feel went right, and what went wrong. We can take case studies like these and learn much from them to make a safer fire environment for future firefighters taking on the challenge. Since the case study incident, equipment and approach methods have been developed to aid efforts to suppress the flames. While our equipment and approach may be modernized, we are still at risk of falling victim to the dangers of the wildfire scene. It is important to utilize the available tools as they are meant to be used and avoid unnecessary injury.
S-130: Firing Devices and Mop-Up	60	Sometimes, the best way to fight fire is with fire. In these cases, various firing devices are available that allow firefighters to work from close range to farther distances to start these burns. On some fire scenes, mop-up operations are necessary once the main fire and pre-planned burns are under control. Throughout this course, we will review the common firing devices you will likely work with to ignite a controlled burn and different methods of conducting a mop-up operation.
S-130: Handline Techniques and Water Use	60	A main goal shared by firefighters is to prevent the spread of the fire they are dispatched to. This also goes for wildfire firefighters. While this may be a difficult goal to achieve at times on the wildfire scene, resources, and techniques are available to assist the responding crews' efforts. In this course, we will review different handline techniques that can be done by one crew or in tandem with others, and solutions to the problem of trying to source water to hard-toreach locations you may get called to. These skills and understanding will give you a better chance of suppressing the flames quickly and efficiently.
S-130: Personal Equipment, Resources, and Organization	60	As wildland firefighters, you will face dangers, both hidden and in plain sight. The heat of the flames, the ash flying in the air, fallen trees, and uneven terrain are all part of the environment and hazards of this line of work, making them hard to avoid in most cases. However, resources and equipment are available to combat and protect firefighters responding to these incidents.
S-130: Radio Communications and Fire Shelters	60	Picture the last incident you responded to. Now imagine you had no means of communication, no radio, no cell phone, nothing. How much more difficult and dangerous would the fire scene become? Communication is key on the fireground and must be conducted properly. When using a radio, it is important to use clear and concise language to ensure your message is heard correctly. If you receive a call, repeat the information to the other person to ensure you heard it correctly, especially if it is vital. For instance, if the fire behavior has changed and you are now required to escape, you will want to hear this information clearly. In the event this does happen, you need to be aware of how to protect yourself by deploying a fire shelter effectively and efficiently.

S-130: Risk Management and Case Study	90	Over the years, much research has been done and efforts have been made for a safer wildland firefighting environment by assisting in risk management. Through these efforts, two lists have been created to act as guides for responding units, one to utilize as a way of ensuring they are taking necessary steps and the other as a reference for the most common dangerous scenarios found on the wildland fireground. Within this course, we will review these lists, how they came to be, and how they are still used on the fireground to continue to help firefighters increase their risk management on the dangerous wildfire grounds.
S-130: Suppression, Tools, and Equipment	60	Firefighting is not a one-person job; you have your crewmembers who will be working alongside you, supervisors guiding you on where to go and providing essential updates on the fire itself and factors affecting it, and you also have tools and equipment there to help make your efforts in suppressing the flames that much easier. As we'll discuss in this course, it is important to utilize these pieces to your advantage in creating safety zones, escape routes, and control lines, as these are means to keep you and your crew safe.
S-130: Wildland Urban Interface and Hazards in the Fire Environment	60	When the wildland meets more urban structures like homes or other buildings, there are added risk factors wildland firefighters may face. The wildland urban interface poses its own set of challenges and hazards that may not be experienced in wildfires spreading through areas with only vegetation. These locations include a mixture of structures with wildland topography and fuels. As responding firefighters, it is important to be aware of what you may face at these scenes. You will now be working on suppressing the wildfire spreading through the natural vegetation and determining if suppression efforts are safe to enact on structures in the path of the flames.
S-190: Alignment	60	Wildfires can change very quickly and frequently due to the nature of the environment they are burning. Factors like weather patterns moving through the area, the topography of the location where the fire is burning, and the fuels available in that area each play a role in the behavior and intensity of a fire. When these three align, the changes can be sudden and unpredictable. It is imperative for responding units to be aware of these factors and how they can impact a wildfire to be alert of the possible effects.
S-190: Atmospheric Stability, Wind, Clouds, and Critical Fire Weather	60	Many environmental factors can impact wildland fires; some will encourage the flames to grow higher and stronger, while others may suppress the fire, aiding in the efforts to extinguish it. Clouds can act as indicators of weather changes, signaling to responding firefighters that the fire's behavior may change gradually or very quickly. Winds can affect clouds moving in and out of a region and affect fire spreading, while atmospheric stability can affect both winds and clouds. When responding to wildfires and working in the elements of the environment, it is important to pay close attention to all signs of weather changes to come, as the battle to put out the flames could change in an instant.

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S-190: Basic Concepts and Fuels	60	As a firefighter responding to a wildland fire, a landscape that can change in seconds, it is important to be prepared. A basic understanding of the terminology used in the field relating to the parts of a fire, suppression, and fire behavior will provide a better understanding and ability to use skills and knowledge more effectively. Being able to distinguish the different fuel types igniting these fires will benefit all responding departments by giving an idea of how the fire may burn, how best to extinguish it, and how to navigate it safely.
S-190: Temperature, Moisture Relationships, and Topography	60	Weather is the most unpredictable and challenging aspect of the fire environment. Firefighters closely monitor temperature and moisture as these weather components directly influence fuels and potential fire behavior. Weather can also be affected by topographic features and characteristics of an area. The responsibility for predicting wildland fire behavior lies with everyone on the fireline, emphasizing the importance of identifying, analyzing, and using relevant situational information about topographic features.
SCBA Bootcamp: A Firefighter's Survival School	75	Trevor Steedman looks at the best ways for firefighters to get the most out of their selfcontained breathing apparatus to avoid line-of-duty injury or death.
Size Up and Command for the Small Department	60	Joe Pronesti explains how small fire departments can make the most out of their limited resources to help them avoid the pitfalls that some larger fire departments are able to contain.
Size-Up for Safety and Effectiveness	60	This class will examine why the strategy chosen by first-arriving companies and the tactics they perform can be entirely appropriate in the initial stages of a firefighting operation but may become ineffective and unreasonably dangerous later in an incident. Learn why size-up isn’t just performed on arrival but must continue throughout the duration of an incident; why size-up must be performed from two perspectives--inside and outside a fire building; why a red flag should go up when an inside size-up and outside size-up are not in agreement; and why experienced firefighters do not operate at every phase of a firefighting operation with the same strategy, tactics, or level of risk. This class will also examine factors to consider in an ongoing size-up that continuously evaluates the risk to civilians and firefighters vs. the intended benefits.
Sleep Strategies for First Responders	60	You may believe that, as a first responder, quality sleep just isn’t possible for you, given your unconventional hours. One week you may be scheduled nights, but the next you transition to working days. This makes it difficult for your sleep schedule to keep up. The time to fix this cycle is now, and not when you retire. There are small daily changes you can make to improve your sleep hygiene and reach the necessary stages of sleep, aiding in your body's physical, mental, and emotional recovery.
Small Department Operations	45	In this Training Collection, you'll learn how to handle large emergencies for small fire departments with expert tips and strategies for effective response. You'll also gain insights on adapting operations better to handle emergencies from an industry expert at FDIC.

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Specialized Operations	30	Specialized firefighting in different types of environments can be a challenge. In this training collection, you will learn about airport firefighting and the dangers of fires in fast-food restaurants. It's crucial to have trained professionals and safety protocols to prevent disasters. We all have a role in keeping ourselves and our communities safe by being aware of potential hazards and taking steps to avoid them.
Standpipe Operations	105	Gustin his vast expertise in large building response to teach the best ways to use the structures standpipes when setting up attack hoselines.
Standpipe Operations: Operational Considerations	90	Gustin returns to his bread-and-butter subject of standpipes with this overview of hose lengths and lays, building types, staffing sizes, NFPA standards, and many other issues at the heart of this subject.
Tackling Defensive and Distracted Driving	60	In the United States, over 100 fatalities per day result from car crashes. Of those, 9% are the result of distracted driving. Defensive driving will help first responders and passengers get to and from emergencies with minimal incidents. Being aware of common driving distractions will help you to anticipate ways to avoid accidents caused by distractions. This course will discuss defensive driving techniques for large work vehicles like fire engines and ambulances, defensive driving techniques for personal vehicles, the dangers of distracted driving and how to mitigate it, and avoiding dangerous driving habits like tailgaiting and speeding.
The Art of Reading Smoke	60	Dave Dodson and Phil Jose provide a tutorial on the the processes, science, and physical characteristics of fire smoke and how best to anticipate and base your tactics on observations of this tell-tale sign.
The Art of the Go-No-Go	60	Mike Gagliano talks safety as he teaches fire departments what to look for when deciding when and when not to make egress at a fire.
The Combat-Ready Engine Company	75	Tony Kelleher creates this interactive presentation to instruct every engine company on what awaits them when pulling up to that next structure fire.
The Courageous Fire Officer	60	This webinar discusses the Courageous Fire Officer.
The Exponential Engine	90	Brian Brush focuses on the responsibilities, requirements, tactics, training, and preparation expected of this all-important facet of fire department response.
The Extinguishment Culture	105	McCormack takes an in-depth look at one of the most important aspects of being a firefighter: putting out the fire. This webinar discusses extinguishment culture.
The First Five Minutes	60	Chuck Ryan and Keith Padgett give this comprehensive overview of what should be required of all first-arriving companies just pulling up to any fireground.

Thermal Imaging for V-E-S	60	There are 3.1 million false alarms that come into the fire station annually. That means that firefighters and apparatus are tied up for long periods of time looking for potential fires, and coming up short. This takes precious time that could be used to support an ongoing fire operation. A thermal imaging camera (TIC) can quickly identify the location of a potential heat signature, or lack thereof, and even potential victims. Knowing how to effectively use a TIC in a variety of ways can open the door to more effective operations overall and help firefighters predict fire behavior to make safer decisions. We will cover these topics and more with the help of Insight Fire Training, LLC to help your department explore new and unexpected uses for thermal imaging cameras.
Tips for Inspecting Fire Protection Systems	60	1 in 3 structure fires will be to nonresidential buildings, while the other 2 will affect homes and apartment buildings. Are people more careless at home than at work, or are fire protection systems and inspections particularly helpful in mitigating potential loss? A thorough inspection can help avoid a dispatch to a local business or community space. NFPA 10, NFPA 25, and NFPA 72 revolve around appropriate maintenance and inspection for portable fire extinguishers, water-based fire protection systems, and fire alarms and signaling codes. Inspection tips for these systems will enable you to empower your community and promote fire safety.
Toothpick Towers	60	Corbett uses his far-reaching expertise on building codes, fire behavior, and other aspects of construction to examine the dangers fire departments face when responding to modern structures made of lightweight building materials.
Top 10 Tactical Considerations from Firefighter Research	75	UL's Steve Kerber analyzes the statistics of a number of fire research studies and how each shows firefighters the latest and safest ways to approach the next major fire call.
Tower Ladder Tactics and Tips	75	Ciampo offers these basic considerations all incident commanders must make when placing aerials and tower ladders at the scene of a building fire.
Toxic Chemical Handling and Exposure	150	As first responders, you may be called to respond to an environment with a toxic chemical; you may or may not be aware of its presence initially. This course will discuss many toxic chemicals, such as hexavalent chromium, crystalline silica, flammable liquids, combustible liquids, benzene, arsenic, formaldehyde, asbestos, and lead. In each segment, you will learn about the risks of exposure, how to avoid exposure, relevant handling procedures, necessary PPE, and what to do if you are exposed.

Toxic Chemical Handling and Exposure	60	When's the last time you had to work on your apparatus or emergency vehicle, repaint a section of the wall, or even just clean something at work? What if I told you that you were being exposed to toxic and potentially deadly chemicals? Unfortunately, as first responders attend different kinds of calls on various emergency scenes, you may not know what toxic hazards you're walking into. Being aware of some of the most common chemical exposures, their health impacts, and ways to mitigate the hazard may be your best bet at protecting yourself, your crew, and even your family – as you make sure not to bring contamination home with you.

Train Car Emergency Response	30	This Training Collection course compiles Training Minutes videos showcasing victim rescue across a variety of railcar related incidents. Whether it's a victim pinned between a commuter railcar and a platform, a victim trapped beneath a commuter railcar, or a victim pinned between a commercial train. These rescues require coordination with the train company and unique safety measures for both responders and victims, so it's important to be prepared for these calls before they come in.
Training Future Company Officers	60	This course from Amy Hanifan takes a different approach in teaching those already in officer roles how to prepare future company officers. The focus is on professional qualifications, training priorities, and mentoring.
Trench Rescue: Excavation, Trenching, and Soil Mechanics	60	Responding to a trench rescue requires quick and accurate action. Understanding how to handle the situation best and not make it worse is imperative. After years without much information on the topics of trench collapse and shoring unstable dynamic soil conditions, an innovative method has been designed specifically for firefighters to rapidly and accurately estimate worst-case soil forces associated with these incidents. This course addresses OSHA CFR 29 Subpart P; OSHA CFR 29 Part 1926 Subpart P.
Triage and Trauma Care for Mass Casualty Incidents	30	This Training Collection will teach you how to improve your response to mass casualty events with a color triage system. You will determine how to utilize battlefield medicine techniques for better trauma care, all while respecting the patient's religious culture for better care. Hear expert advice and resources for safe mass casualty incident handling and understand why cross-department training is crucial.
Truck Company Operations Without the Truck	60	Arthur Ashley talks about performing "truck work" at fire scene when no ladder truck is present while also being prepared to take on a multitude of other fireground responsibilities.
Ventilation, Entry, Isolate, Search for Truck Companies	105	Dugan informs FDIC students on this most important life-saving tactic that all truck companies must be proficient in for the calls they arrive to.

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Volunteer Department Operations	60	Discover how to establish a culture of leadership, evaluate similarities and differences, prioritize professionalism, and enhance recruitment and retention in volunteer fire departments. Acquire knowledge on why volunteers depart and how to prevent it, manage childcare requirements, foster community support, successfully troubleshoot issues, and develop valuable skills by leveraging mutual aid.
Water Rescue Techniques and Technology	75	Any department can be called to a water rescue, regardless of the size of the bodies of water in their response area, whether there are small ponds and reservoirs or large rivers and open ocean. Firefighters should be prepared for water rescues because every second counts when a victim is drowning. Familiarizing yourself with water rescue tactics, as well as water rescue tools like throw bags, watercraft, and AI-powered sonar such as the AquaEye Pro, can be the difference between a rescue and a recovery. This course, developed in partnership with AquaEye, will help prepare you for these difficult calls.
WMD Disaster Hazmat Awareness	60	This course will provide you with awareness-level knowledge to allow for the identification of possible hazardous environments, maintaining safe distances, and initiation of proper response without putting yourself in unnecessary risk. You will learn how to size up a scene, communicate vital information, and support coordination of appropriate responses until specialized teams arrive.
Workplace Communication Basics	60	What do most great employees have in common? Stellar communication skills. In this course, you'll learn why having excellent communication skills is so important in the workplace, and how you can improve yours.