Nuggets From the Right Seat

“Experience Driven Advice”

Accountability and Discipline for the Company Officer

Administering discipline is one of the toughest things an officer will ever have to do. Here are some basic simplistic nuggets to effectively administer fair discipline.

1. Should be corrective-goal is to change a behavior
2. Should be progressive, fair, and consistent-you set precedence every time you discipline.
3. With few exceptions, apply the minimum penalty to effect a behavior change.
4. Document, document…….and document.
5. Follow policy and Union contract.
6. Have witnesses when discussing issues that might be contested.
7. Keep a journal-you can bet the employee is.

4 Simple Steps when Addressing Issues

1. Describe the behavior.
2. Evaluate the impact-explain how the behavior is impacting the organization, company, and the personnel.
3. Clearly define what is expected, backed up with policy, SOGs, and Memos.
4. Clearly define what will happen if the behavior is not corrected-Consequences. Keep your promise!

**Mentoring Accountability**

1. Act on 1 strike. Be swift to act, ethically unacceptable
2. Act on 2nd strike. Clearly identify unacceptable behavior, set clear expectations, set clear consequences if expectations are not met, provide needed coaching mentoring. Follow up-Nerve. (This is the area we want to live in)
3. Act on 3rd strike. Unforeseen and extremely unusual circumstances-Judgment call.

**Operational 1 Chance Rule**

When a firefighter makes an operational mistake, we identify it immediately, correct it, provide needed training, coaching, mentoring, and the mistake does not happen again. If it does happen again and there are no extenuating circumstances, accountability must be held. This is a safety-operational performance issue that potentially could affect our safety and the outcome of patient/ victim survival. Does the performance of the firefighter, the officer and the company hold up to your “Children’s Standards”?