

# **Becoming the Wise Leader**

*Lessons in Leadership*

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## Expectations and Accountability

*This is the key to everything!*

- Expectations
  - ✓ Leaders Intent
  - ✓ Decide where you need to establish
  - ✓ Be specific!
  - ✓ Explain the “WHY”
  - ✓ Gain agreement and commitment
  - ✓ Do not impose your will on someone else
- Accountability
  - ✓ Make it important to you – Set the tone
  - ✓ Focus on consistency
  - ✓ Acknowledge accomplishment

*The standard you walk past, the standard you ignore becomes the new standard*

## Be a Resilient Leader

- Build trust
- Lead by example
- Empower others

## What is communication?

- In simple terms, communication is the exchange of thoughts, ideas and information, between people or groups of people
- 86% of executives pointed out that ineffective communication is the root cause of all productivity-related problems

## Communication

- The cornerstone of leadership
- Leaders should be able to
  - ✓ Articulate their vision
  - ✓ Provide constructive feedback
  - ✓ Listen
- Clear communication helps build trust and understanding

## Communication

- Internal communications
  - ✓ How do you keep members informed?
  - ✓ Get out and talk! MBWA
  - ✓ Be professional!
- External communications
  - ✓ Build strong relationships with
    - Other emergency services
    - Your stakeholders

## What is your Emotional Intelligence?

- Attuned to your own emotions and those of your members
- 
- Natural versus Nurture
  - ✓ Character and Humility

## Identify Your Blind Spots

- |                   |                     |
|-------------------|---------------------|
| ✓ Micro-Manager   | ✓ Intimidating      |
| ✓ Avoidance       | ✓ Paranoid          |
| ✓ Defensive       | ✓ Narcissism        |
| ✓ Seek Acceptance | ✓ Know it all       |
| ✓ Indecisive      | ✓ Jealousy          |
| ✓ Discouraging    | ✓ Hoard Information |

## Control Your Blind Spots

- Step One – Self Recognition
- Step Two – Walk into the fear
  - ✓ Be Assertive, not Aggressive

## Develop Your Guiding Principles

- Strong beliefs
- Being the optimist
- Have courage
- Be prepared
- Embrace teamwork
- Communicate

## **Leadership Well-Being**

- Sometimes the mental strain is far worse than the physical
- Who do you talk to?
  - ✓ Garbage in means garbage out!
- Balance of professional and personal life
  - ✓ Assemble an effective team
  - ✓ Don't bring your work home

## **Labor – Management Relationships**

- We both represent a group of people
  - ✓ Comprised of the same people
- It shouldn't be adversarial
  - ✓ It's ok to agree to disagree
- Focus on those things you agree on
  - ✓ Firefighter health and safety
- Take advantage of the help available
- Mutual trust and respect are the keys!

## **Today's Fire Service**

- Younger workforce
- Less "trade" skills
- Lack of commitment
- Sense of entitlement

## What can you do?

- Don't give up!
- Set the tone
- Establish clear and concise expectations
- Maintain accountability
- Mentor

## Innovation and Adaptability

- Successful leaders are adaptable to change
  - ✓ Understand that the landscape is constantly evolving
  - ✓ Adjust strategies and approaches accordingly
- What are some examples?
  - ✓ Current workforce
  - ✓ Economics
  - ✓ Pandemic
  - ✓ Recruitment and Retention

## Thank You

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