International Association of Fire Chiefs
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Building a Collaborative Team (BCT) – Syllabus

Delivery Format: Blended Learning (Required WBT + 1-Day Instructor-Led Training)

Audience: Fire Service Leaders, Officers, Company Officers, and Department Stakeholders

Course Description

Building a Collaborative Team (BCT) equips fire service leaders with practical tools to strengthen culture, improve communication, manage conflict, and enhance team performance across volunteer and career environments.

This blended program requires completion of a Web-Based Training (WBT) prior to attending the Instructor-Led Training (ILT). The ILT focuses on applied leadership scenarios, emotional intelligence development, conflict resolution strategies, and structured action planning.

Prerequisite Requirement – Web-Based Training (WBT)

Successful completion of the BCT (WBT) is required before attending the ILT.

Participants must:

- Complete the full WBT before the scheduled ILT
- Bring proof of completion
- Bring all notes developed during the WBT

Completion & Certification Policy

Participants who attend the ILT without completing the required WBT will receive an Incompletion status**.**

- No ILT certificate will be issued until the WBT has been completed.
- Certification is granted only after both the WBT and ILT components are verified as complete.

If a participant is unable to complete the WBT due to documented IAFC system issues (e.g., LMS outage or Academy maintenance), accommodations may be reviewed on a case-by-case basis. Participants must notify IAFC Academy before the ILT session if technical issues arise.

Learning Objectives

Upon completion of the program, participants will be able to:

- Describe the impact of volunteer and career staff within the fire service
- Explain the characteristics of a positive organizational culture
- Recognize and apply emotional intelligence principles
- Identify leadership influence strategies
- Understand individual motivation and perspectives
- Apply conflict resolution stages constructively

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- Strengthen community interaction and internal collaboration

Program Modules

WBT Modules (Prerequisite)

- Foundations of Collaborative Culture
- Volunteer & Career Dynamics
- Emotional Intelligence Basics
- Leadership Influence
- Conflict Awareness

Instructor-Led Training (ILT) Modules – One Day

Module 1 – Volunteer & Career Staff Dynamics

- Advantages and Disadvantages
- Collaborative Culture Foundations

Module 2 – Positive Culture

- Characteristics of a Positive Culture
- Identifying Obstacles
- Group Application Exercises

Module 3 – Emotional Intelligence

- Self-awareness, self-regulation, empathy, and motivation
- Scenario-based application

Module 4 – Leadership & Motivation

- What Does a Leader Do?
- Leadership Influence Scenarios
- Understanding Individual Motivation
- Perspectives

Module 5 – Conflict Resolution & Community Interaction

- Conflict Resolution Process
- Constructive Communication
- Community Interaction Strategies

Module 6 – Action Planning & Sustainment

- Building a Collaborative Team Action Plan
- Roles & Responsibilities
- Communication Plan
- Review & Sustainment Strategy

Participant Preparation

Participants should bring:

- Proof of WBT completion

- Notes from the WBT
- Basic information about their department structure
- A laptop or writing materials

Evaluation & Certification Requirements

Certification is awarded upon:

- Verified completion of the WBT
- Full attendance at the ILT
- Active participation in exercises
- Completion of the Collaborative Team Action Plan

Competency is demonstrated through applied discussion, scenario engagement, and action planning.

Key Course Deliverable

By the end of the ILT, participants will produce:

- A Building Collaborative Teams Action Plan
- Defined objectives
- Key action steps with success indicators
- Roles and responsibilities
- A communication and sustainment plan