International Association of Fire Chiefs
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Helping Members Find Their Spark Through Mentoring – Syllabus

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

Audience: Fire Service Leaders, Officers, Program Managers, Mentors, and Department Stakeholders

Course Description

Helping Members Find Their Spark Through Mentoring equips fire service leaders with the tools to design, implement, and sustain an effective mentoring program. This blended program requires completion of a Web-Based Training (WBT) before attending the Instructor-Led Training (ILT).

Prerequisite Requirement – Web-Based Training (WBT)

Successful completion of the Mentoring (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:

- Communicate the value of mentoring to stakeholders
- Design a mentoring program structure aligned with department needs
- Identify and train effective mentors
- Align mentors and mentees using assessment tools
- Establish professional guidelines and boundaries
- Develop measurable program goals
- Implement evaluation strategies
- Address common mentoring challenges
- Promote emotional safety and mental health awareness within mentoring relationships

Program Modules

WBT Modules (Prerequisite)

- Foundations of Mentorship
- Stakeholder Engagement
- Mentoring Roles & Responsibilities
- Core Skills of Effective Mentors & Mentees
- Program Design Basics

Instructor-Led Training (ILT) Modules – One Day

Module 1 – Communicating with Stakeholders

- Motivations for mentorship investment
- Communicating benefits

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- Developing a communications strategy

Module 2 – Building the Team & Program Management

- Establishing a culture of mentorship
- Program manager responsibilities
- Scaling based on department size

Module 3 – Mentor Selection & Alignment

- Choosing and training mentors
- Trust, accountability, and mindset
- Types of mentoring
- Matching mentors and mentees
- Guidelines, boundaries, and relationship evaluation

Module 4 – Long-Term Program Success

- Setting SMART goals
- Evaluation strategies
- Performance management
- Developing mentor networks

Module 5 – Troubleshooting & Sustainability

- Active listening techniques
- Constructive feedback frameworks
- Mental health awareness
- Building emotional safety

Participant Preparation

Participants should bring:

- Proof of WBT completion
- Notes from the WBT
- Basic information about their department (size, structure, staffing)
- 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 mentoring program planning activities

Competency is demonstrated through applied planning and participation.

Key Course Deliverable

By the end of the ILT, participants will produce:

- A draft Mentoring Program Vision
- Three measurable program goals
- Defined development objectives
- An implementation timeline
- Identified mentor roles and oversight structure