	Pennsylvania State Fire Academy	
	717.248.1115 In PA: 1.800.459.4096	1150 Riverside Drive Lewistown, PA 17044-1979
	FAX 717.248.3580	www.pa.gov
Minimum Standard for Accreditation (MSA)		

Date: March 1, 2017
Last Revision: -----, ----

Course Title: Shaping the Future (NFA)

SFA Course Code: STF

DOH CEU No.: **DOH CEUs Assigned:**

Course Length: 16.0 hours **Lecture/Lab Breakdown:** 16.0

Prerequisites: Minimum age – 18. Recommended; first and second level supervisors who are upwardly mobile within their organizations and are preparing for increased managerial responsibility, and administrative officers who are responsible for significant staff functions and report directly to top management, and emergency service workers assigned to positions with decision-making responsibilities.

Referenced Text(s): Current NFA Shaping the Future – Student Manual


Course Goal: To provide fire service personnel who aspire to management roles with the skills they need to identify, prioritize and solve organizational problems.

Course Description: This two-day course is designed to assist first- and second-level supervisors and Company Officers (COs) in developing knowledge and skills in contemporary approaches to organizational problem-solving. Topics include use of creative approaches to identifying trends within their organizations; applying problem-solving methodologies; the importance and application of continuous improvement within organizations; how to quantify problems and solutions; factors in organizational and individual resistance to change; and strategies for implementing change.

Description of Methodology: This course incorporates facilitated, student-centered methodologies, including lecture, small and large group activities, and individual assessments.

Student Equipment & Supplies: Students will need the NFA Shaping the Future – Student Manual, 3rd Edition, 1st - Printing-September 2015, notebook, and pen or pencil.

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Equipment/Audiovisual/Facility/Supply Requirements:

Lesson plan, chalk/marker board, easel stand and pads, computer, projector, screen, and student manuals.

Special Notes & Conditions:

Course Outline

<u>Time</u>	<u>Topic</u>	<u>Notes</u>
1.0 Hours	Intro, Welcome and Administrative	
3.5 Hours	Unit 1: Redefining the Present	
3.5 Hours	Unit 2: Finding Solutions in the Quality Environment	
3.5 Hours	Unit 3: Justifying Decisions	
3.5 Hours	Unit 4: Managing change in Your Organization	
1.0 Hours	Unit 5: Course Conclusion, Quiz, Evaluation	

Competency Evaluation Mechanism: Competency will be determined by the student's active participation in the small group exercises, activities, and scenario play; and, successful completion (70% or better score) of the 30 question final exam.

Learning Outcomes (Behavioral Objectives):

At the completion of this course, the student will be able to:

1. Employ creative approaches to identify trends that have an impact on their organization.
2. Apply creative group problem-solving methods to modern organizational problems and describe the importance of continuous improvement within fire and emergency services.
3. Quantify problems and solutions and use the information to justify a recommendation.
4. Explain why employees resist change and develop strategies for implementing change within the fire and emergency service environments.

Questions/Comments: Please contact the Assistant State Fire Academy Administrator