



Fire Service Leadership Development Certificate Course Offerings



Fall 2019

DATES:

September 10	Managing Organizational Change
September 16	Communications & Interpersonal Skills
October 2	Managing Diversity
October 16	Managing Multiple Priorities
October 22	Customer Service Fundamentals & Introduction to Public Speaking
November 19	Ethics & Integrity
November 25 & December 2	Professional Writing for Leaders (2-Day Class)
December 9	Critical Thinking & Problem Solving

WHERE: CCBC Owings Mills Extension Center
10300 Grand Central Avenue
Owings Mills, MD 21117

TIME: 0900 hours until 1600 hours

HOW TO APPLY:

There are no prerequisites required for these courses. To register, complete the electronic registration form on the FRA Website located at <https://baltimorecountyfra.org/>. Click on the 'Courses' tab to access the registration screen. Each class is limited to 18 students. This program is self-paced and courses may be taken in any sequence and spaced out between semesters.

DESCRIPTION:

This certificate program is being offered to all Fire Department members at no cost. It consists of 9 core courses, delivered over eight days and split between semesters to allow all members to attend sessions. This program is open to all ranks but highly encouraged for current or aspiring officers. Upon completion of all 9 courses, the member will be issued a certificate of achievement by the Community College of Baltimore County. These courses will also appear on your non-credit college transcript.

PLEASE NOTE: *The Fire-Rescue Academy does not maintain transcripts of student attendance or completion of these courses. All requests for a transcript or a listing of classes already attended must be addressed with the Registrar's Office at CCBC.*