



Training Information Bulletin

TRAINING COURSES AVAILABLE UPON REQUEST

Length: 2 days

Cost:

There is no fee for the course. SOEM provides course materials and instructors. Food, lodging & transportation costs are the responsibility of participants.

Completion:

Participants who actively participate and attend all hours of the program will receive a Certificate of Completion for the course.

How to Request this Course:

Request this course through your County Emergency Manager.. County Emergency Managers, please submit a course request form through your SOEM Regional Office

Contact Us:

New York State Office of Emergency Management
Training & Exercises Section
(518) 292-2351 or
OEMTraining@dhses.ny.gov
<http://www.dhses.ny.gov/oem/training/>

DECISION MAKING & PROBLEM SOLVING

Description

This course will address several of the most important functions of emergency personnel who carry out program management responsibilities. Students are taught a process for making decisions and solving problems that is applicable to all aspects of professional and volunteer management, as well as personal situations. Participants will develop a systematic approach to decision making and problem solving, as well as an understanding of how decision making and problem solving are affected by policy analysis in emergency management.

Topics & Issues to be Covered

- The role of the emergency manager in the decision making-problem solving processes, in emergency and non-emergency settings
- Attributes of an effective decision maker
- Basic forms of group decision making
- The six-step model for effective decision making and problem solving
- Decision making and the "group think" phenomenon
- Developing a personal action plan

Prerequisites

Fundamentals (or Principles) of Emergency Management G-230 (suggested)

Who Should Attend?

Students for this course are those with full or part-time emergency management assignments in government, volunteer or private sector organizations. Those new to emergency management programs, or those with limited experience, will benefit most. Participants from a broad range of emergency organizations, including law enforcement, fire services, community planning, hospitals, health and medical facilities and services, emergency management, public works, voluntary organizations, businesses and local government officials, are also welcome.