Recruiting and retaining your next generation member.

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What is different about…

Expectations
“Go out there and WIN!

“Go out there and have fun!

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What is different about…

Technology
What is different about…

Information
Access

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What is different about…

How we communicate

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What is different about... Primary & Secondary Education
No Child Left Behind
What is different about…

Punishment Systems
Time to think about what you did always remember.
I LOVE YOU!
What is different about...

Reward Systems
What is different about...

Patience
What is different about... Mechanical Skills
What is different about...

Emancipation
What is different about…

Personal Priorities
It's All About Me

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What is different about...

Fire/boss Expectations
The new member
Secret Wish
What is different about... Work Ethic
Who are the parents raising these kids?
A word about…

Respect
RESPECT IS A TWO WAY STREET
Some thoughts for... Officers
We fear what we don’t understand.
Relationship Bias

We can show bias for or against people based on:

- How well we know them.
- How well we understand them.
- How much we respect them.
Seek first to understand, and then to be understood.

~Stephen Covey
Advice for...

Department Leadership

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The five enemies of organizational unity

- Poor communications
- Gossip
- Unresolved disagreements
- Sanctioned incompetence
- Lack of shared purpose
The five dysfunctions of a team.

- Fear of conflict
- Lack of commitment
- Avoidance of accountability
- Selfishness
- Absence of trust
We must climb the mountain.
You may be a young member’s first role model.

You may have to teach young members how to work.
mentoring

relationship

mentor

mentee

education

learn

organization

mentee

organization
Don’t lose sight of the fact that we all started as a “kid” in the fire service.
Our new generation responders are not better or worse.

They’re just … Different.

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Recruitment plans
Qualifiers and Disqualifiers
Setting expectations
Recruitment goals
Marketing
Candidate testing/screening
Selling the benefits
Surveys
Joining process
Applications
Rewards & recognition
Recruitment meetings
Image
Swearing-in
Training
Mission - Vision - Core Values
Questions?
Generational Friction Points

Views on Authority
Generational Friction Points

Technology
Generational Friction Points

Relationships
Generational Friction Points

Tolerance for Change
Generational Friction Points

Jobs/Career
Generational Friction Points

Job Security
Generational Friction Points

Work Ethic/
Work-Life Balance
Generational Friction Points

Rewards & Recognition
Generational Friction Points

Expectations of Bosses
Recruitment Plan
Recruitment Goals
What positions are open?
Does everyone have to be a firefighter?
List the qualifications
Must have...

Nice to have...

Disqualifier.
Marketing
Image
Recruitment Meeting
Be honest with expectations.
Focus on:

Mission
Vision
Core Values
Project a winning team
Sell the benefits.
What does a member need from the department?
Joining process
Application
Communicate the steps in the process.
Written test
Interview
(working interview)
Interview questions
Agility test
Psychological evaluation
Physical exam
Background check
Credit check
Driving record check
Criminal history check
Reference check
Communicate to those you hire... AND those you don’t hire.
Retention
Swearing-in
Introducing the new members.
Making the new member feel at home.
Initial training
Retention strategies
Surveys
Rewards and recognition
Paid training
Equipment
Uniforms
Safety
Pay
Benefits
Intangibles