

Recruiting and retaining your next generation member.



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What Changed?



Things to ponder...

What is different about...



Expectations

“Go out there and WIN!

“Go out there and have fun!

What is different about...







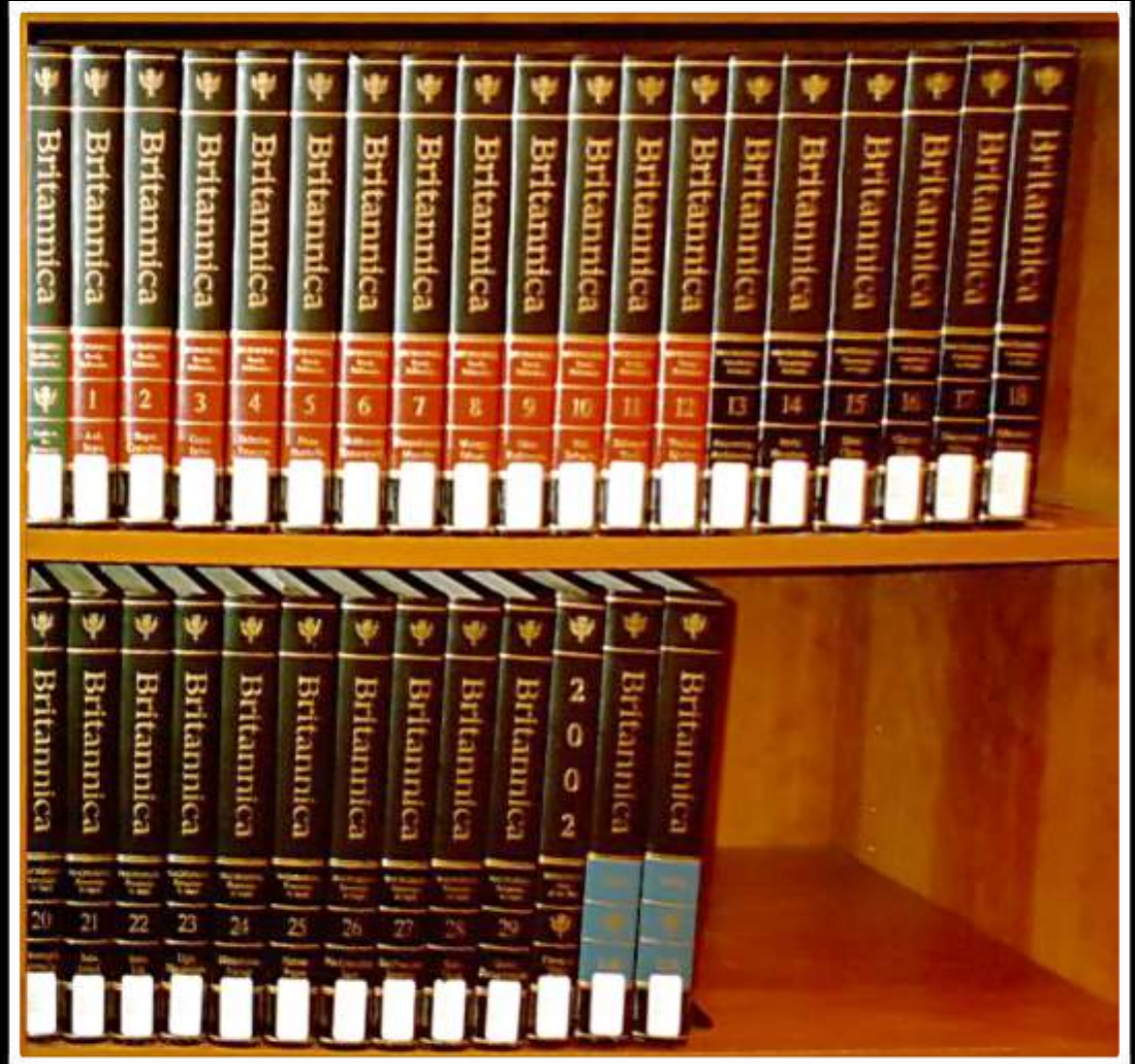
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What is different about...



Information
Access



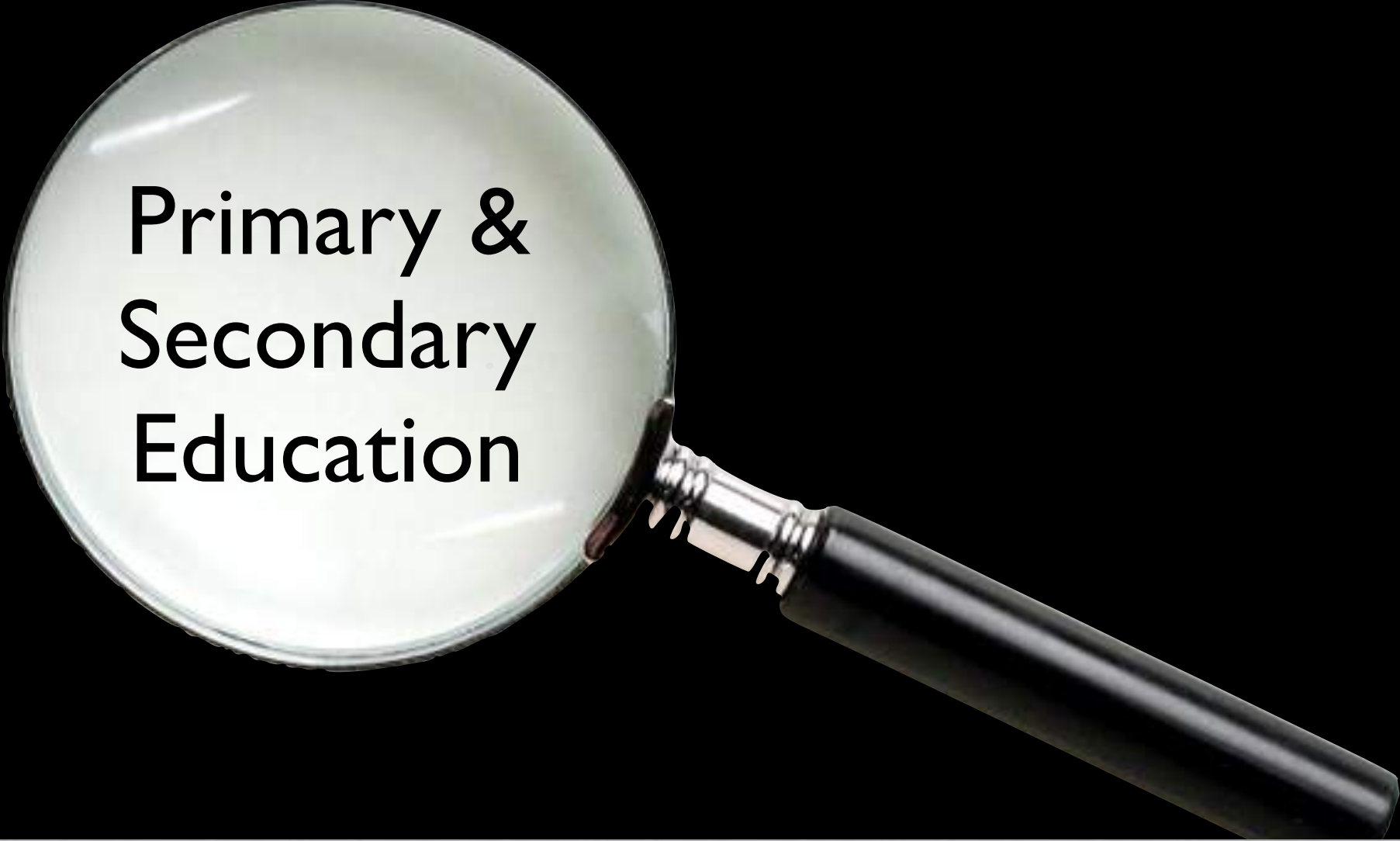
What is different about...



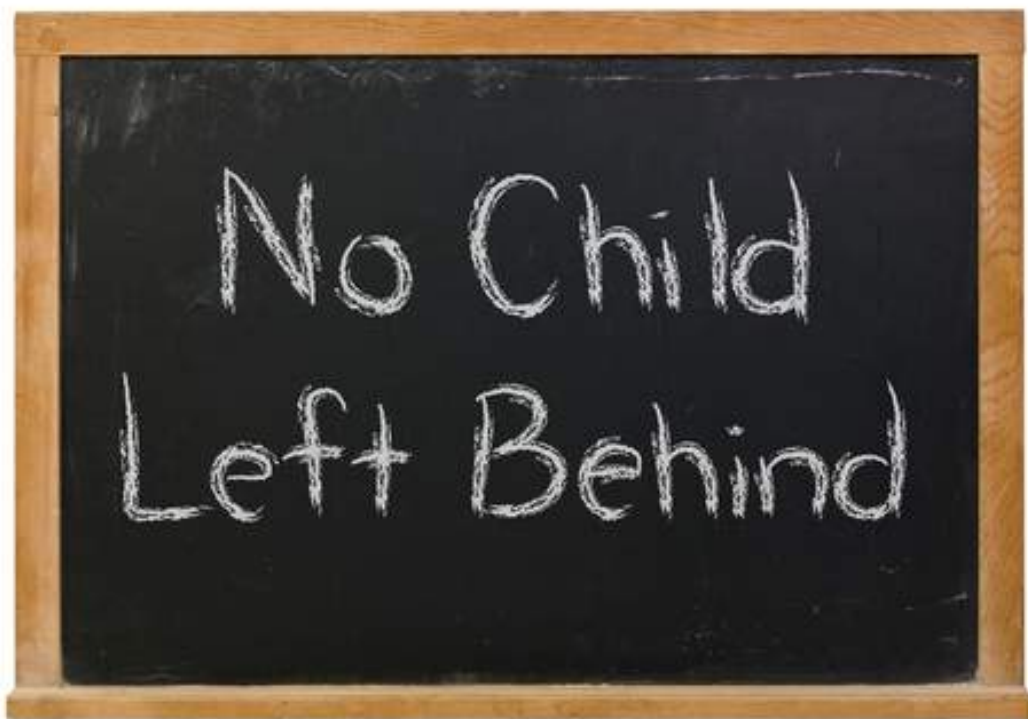
How we
communicate




What is different about...



**Primary &
Secondary
Education**




What is different about...



**Punishment
Systems**

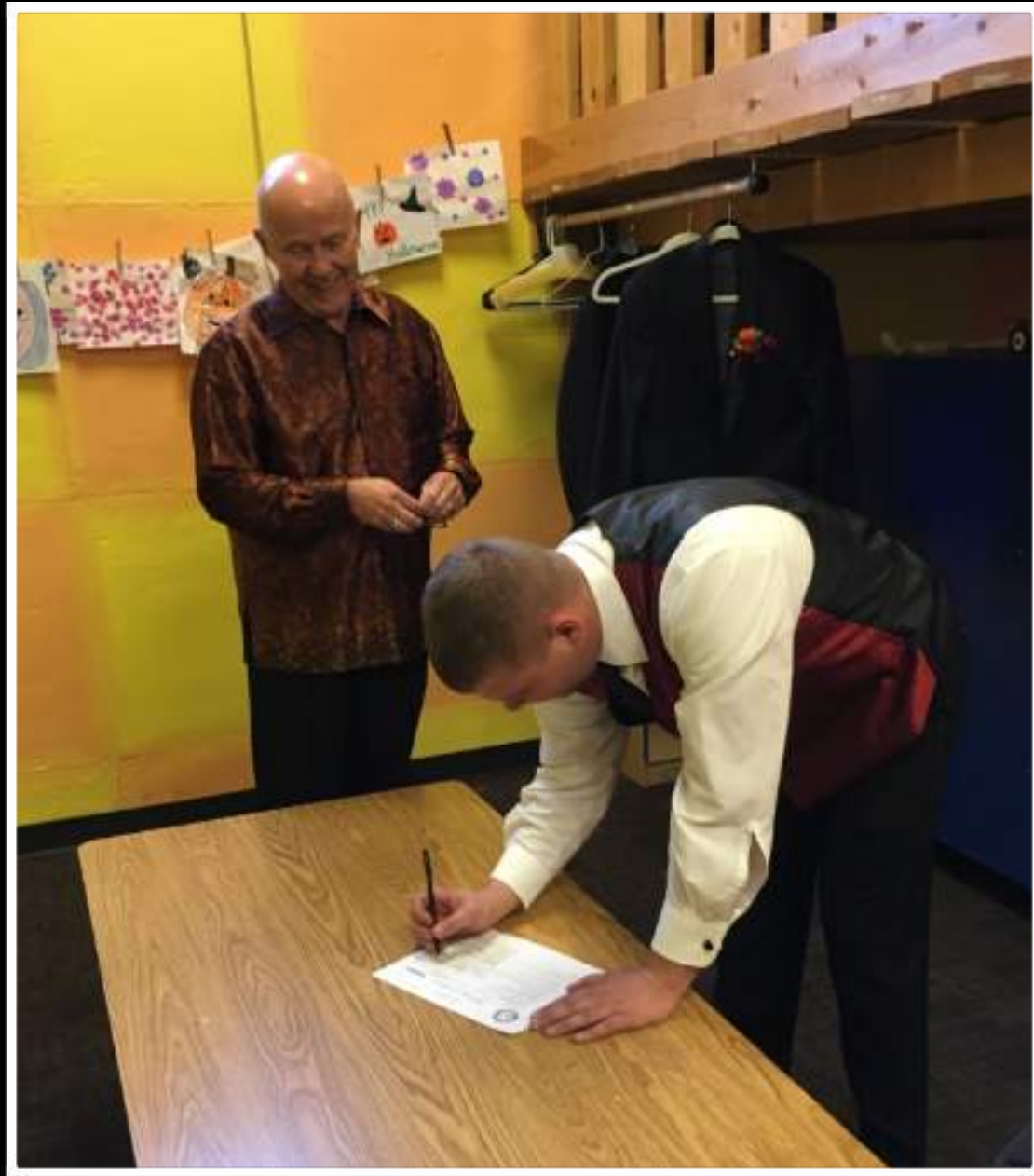


What is different about...



Reward
Systems






What is different about...





What is different about...



**Mechanical
Skills**



What is different about...



Emancipation





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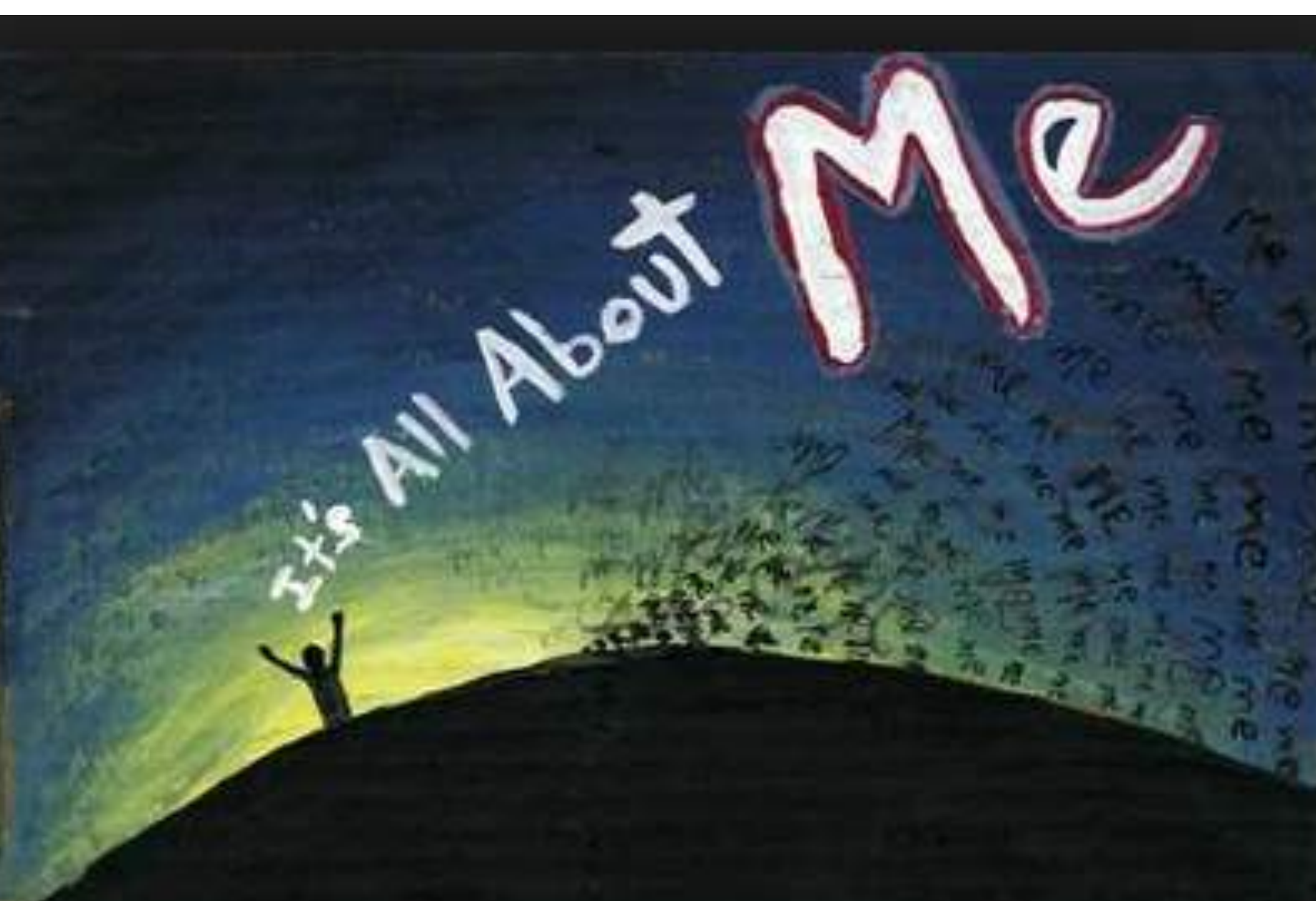
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What is different about...




**Personal
Priorities**





What is different about...



**Fire/boss
Expectations**

The new member

Secret Wish

What is different about...





Who are the parents
raising these kids?



A word about...



**RESPECT
IS A TWO WAY
STREET**



Some thoughts for...



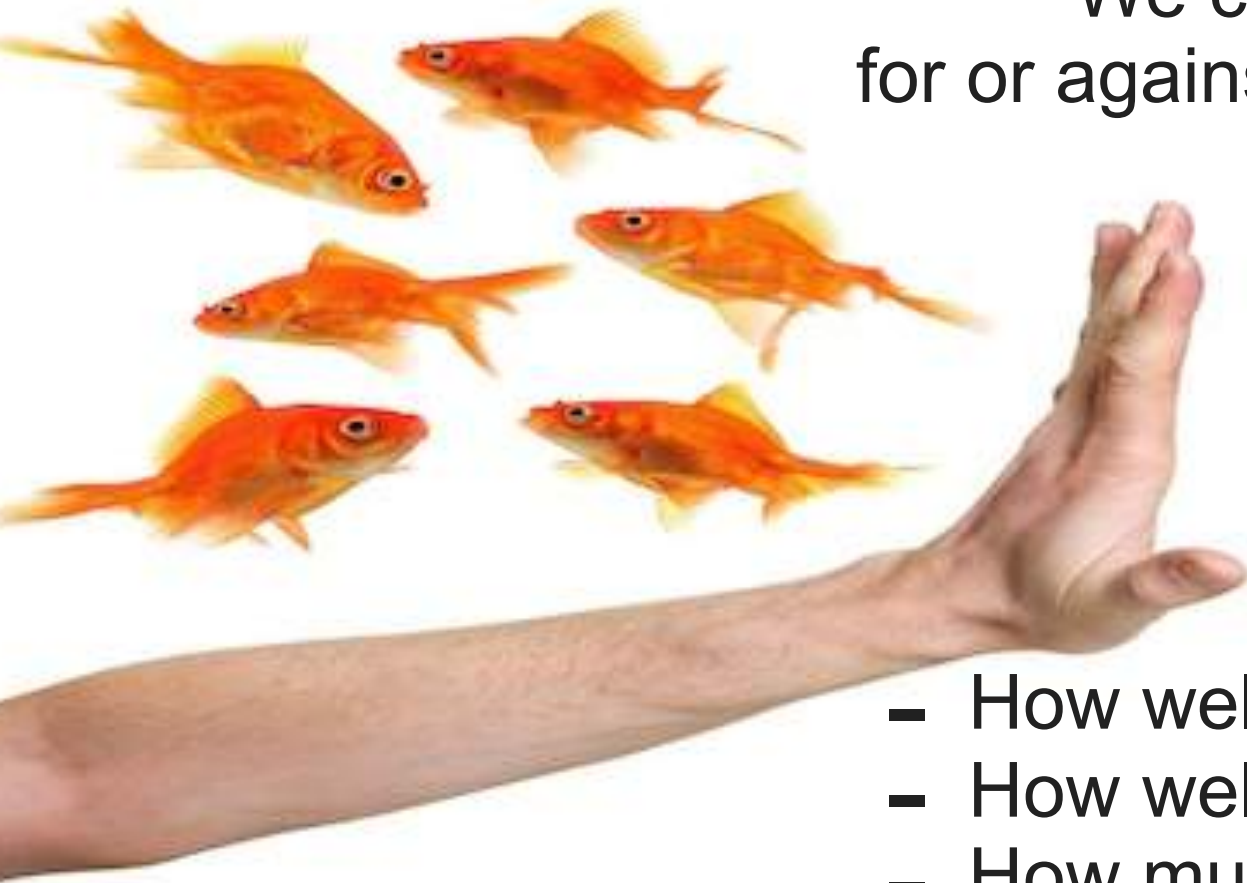
Officers

FEAR

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

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Advice for...



Department
Leadership



Get Your
House
in
Order

The five enemies of organizational unity

Poor communications

Gossip

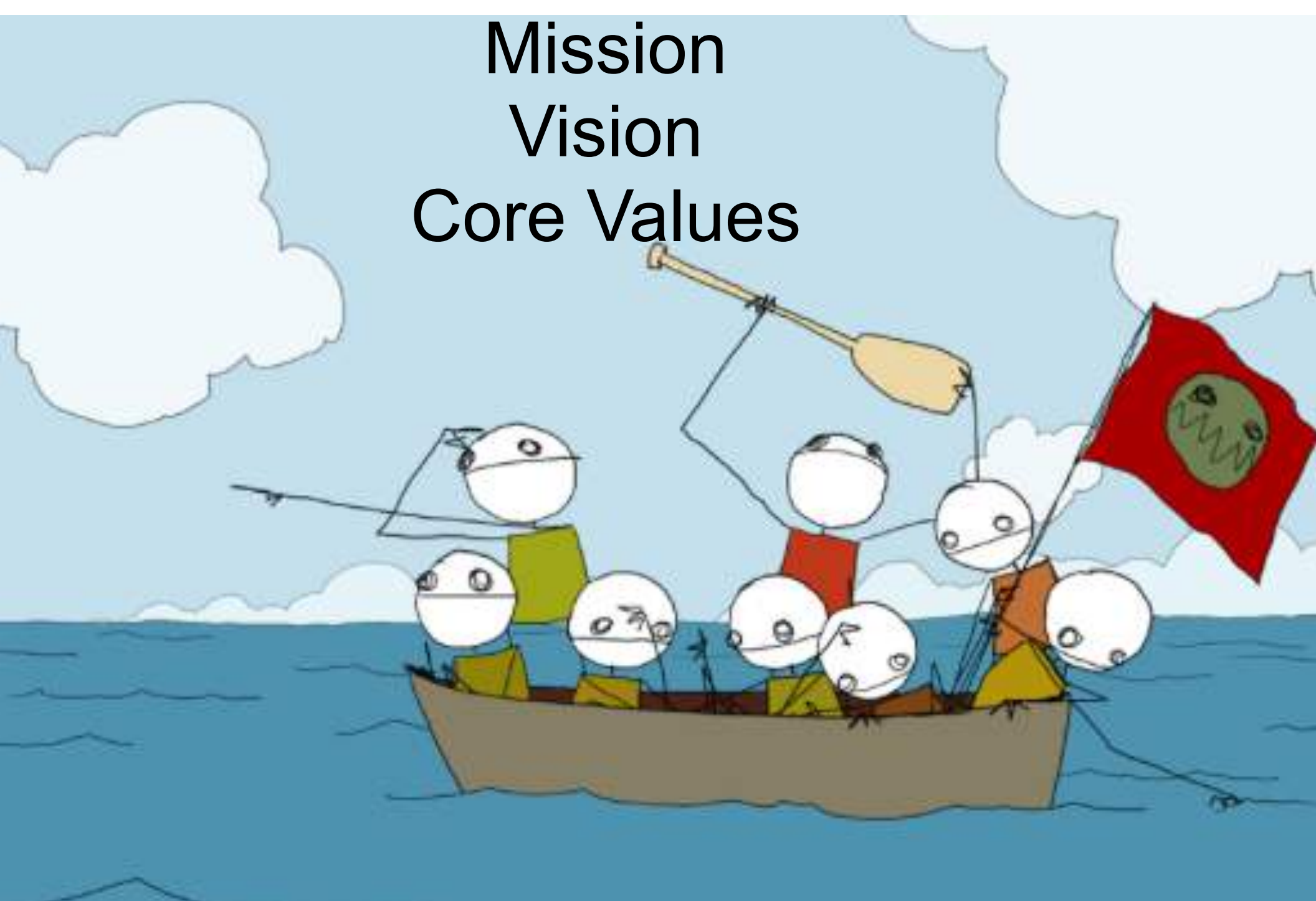
Unresolved disagreements

Sanctioned incompetence

Lack of shared purpose



Mission Vision Core Values



The five dysfunctions of a team.

Fear of conflict

Lack of commitment

Avoidance of accountability

Selfishness

Absence of trust

**We must climb
the mountain.**



Trust

Relationship

Communications

You may be a young
member's first role model.



You may have to teach young
members how to work.



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Don't lose sight of the fact that we all started as a "kid" in the fire service.

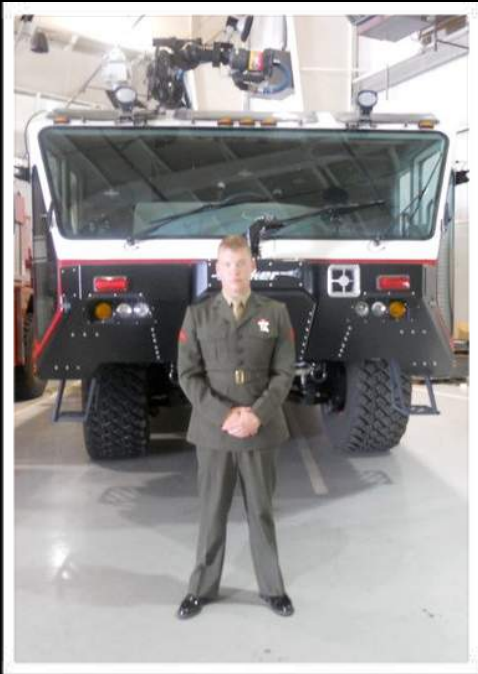


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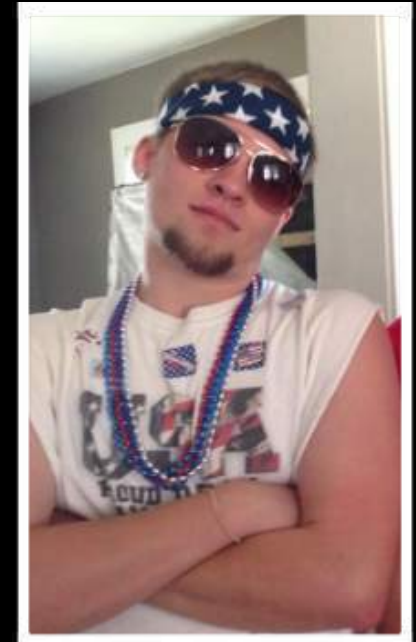
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Our new generation responders
are not better or worse.

They're just ... Different.



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Recruitment plans

Selling the benefits

Qualifiers and Disqualifiers

Surveys

Setting expectations

Marketing

Recruitment goals

Candidate testing/screening

Questions?

Mission - Vision - Core Values

Joining process

Training

Applications

Swearing-in

Recruitment meetings

Image

Rewards & recognition

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

Mentoring

Retention strategies

Surveys

Rewards and recognition

Paid training

Equipment

Uniforms

Safety

Pay

Benefits

Intangibles