



# IAFC

INTERNATIONAL ASSOCIATION OF FIRE CHIEFS

## **Relationship Interoperability: How to Excel at the Human Side of Operational Effectiveness**

**2014 Webinar Series**

Thursday, January 16, 2014

11:00 am EST

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## PRESENTATION

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## GET INVOLVED!

*Learn more about your IAFC!*

- [www.iafc.org](http://www.iafc.org)
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- [www.iafc.org/getinvolved](http://www.iafc.org/getinvolved)
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### **Fire Prevention Needs Advocates**

*January 23 - 2:00pm EST*

### **Taking Action Against Cancer**

*January 23 - 7:00pm EST*

### **The New Near-Miss Reporting System**

*January 28 - 11:00am EST*

**Register at: <http://iafc.org/elearning>**







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## What's In It For You?

- Higher degree of operational effectiveness
- Increased confidence that others will have your back when you need them
- Enhanced quality of life



## Agenda

- Mindset
- Preparation
- Tips and techniques
- Q&A



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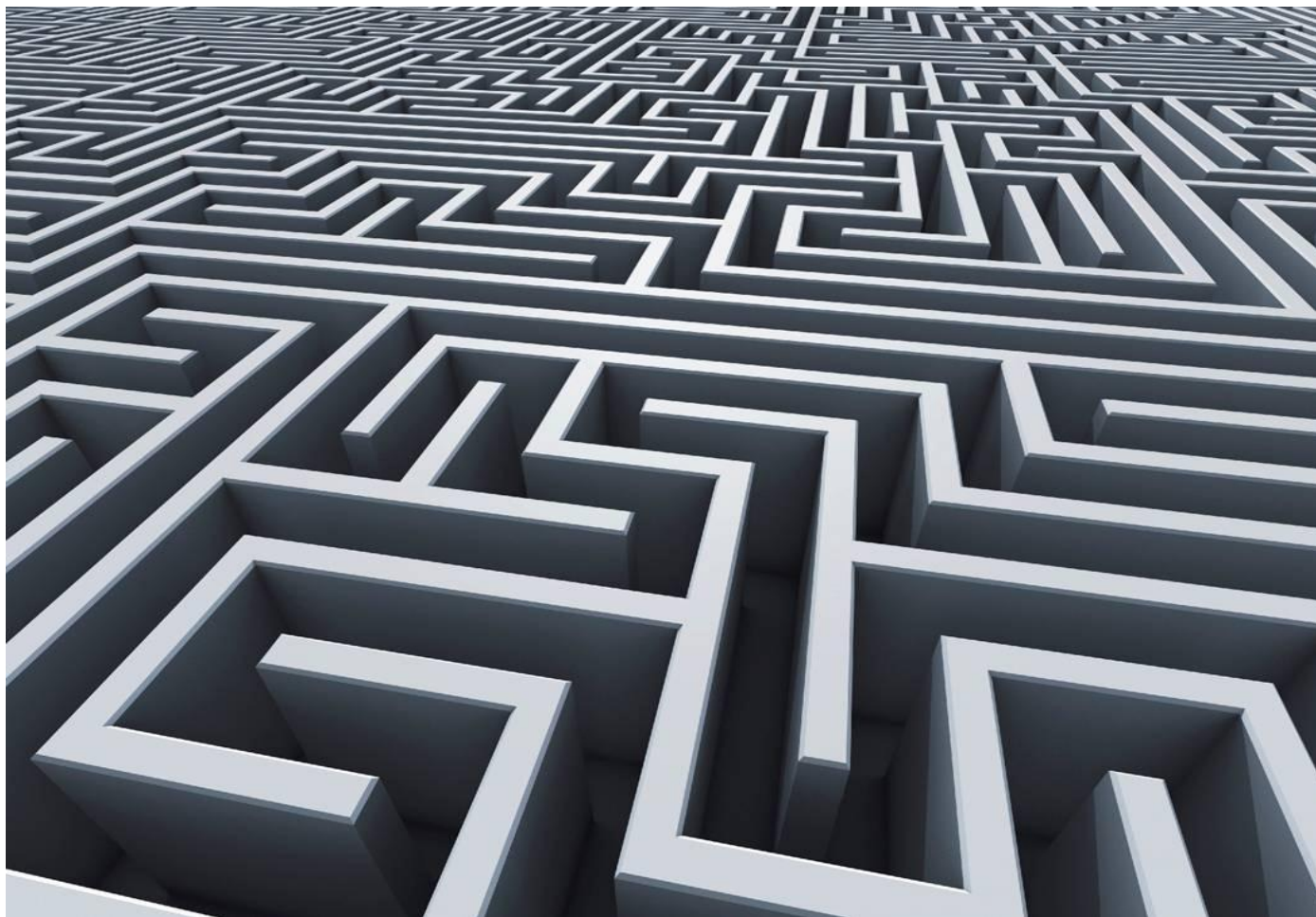


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What's the worst thing  
that could happen if I  
do X (or don't do X)?

Can I live with that  
outcome?



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# Mindset



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## Relationship Playing Field

Others' emotions

You CAN control:

your behaviors  
your emotions  
your actions  
your mindset  
your choices

Others' actions

Others' choices

Others' mindsets

Others' beliefs





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Victim?

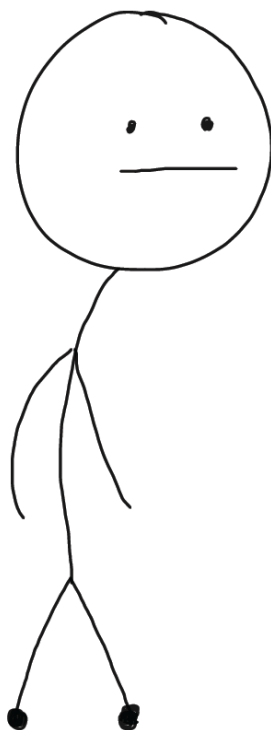
or

Empowered?



Your choice

## Person



## Behavior

Disrespect

Rudeness

Incivility

Lack of teamwork

Tardiness to work

Abuse of sick days



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# Planning and Preparation



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WANT  
WANT  
WANT  
WANT  
**NEED**



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## Relationship Triage

Critical

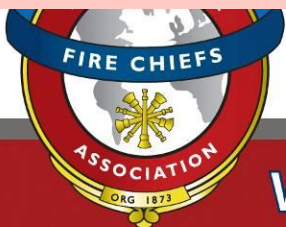
Cannot fulfill mission if missing or broken

Very  
Important

Significant negative impact if missing or broken

Important

Diminished level of performance if missing or broken



# Relationship Size-up

**1** Identify

interests/common goal

**2** Discover

expectations

**3** Determine

assumptions

**4** Assess

level of risk



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## Option 1 Influence

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## Option 2 Accept

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## Option 3 Remove

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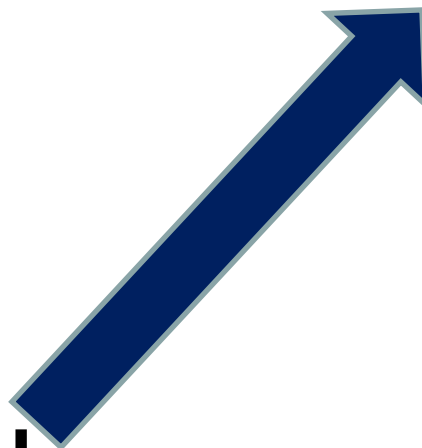
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# MAX

# MIN



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# Tips and Techniques



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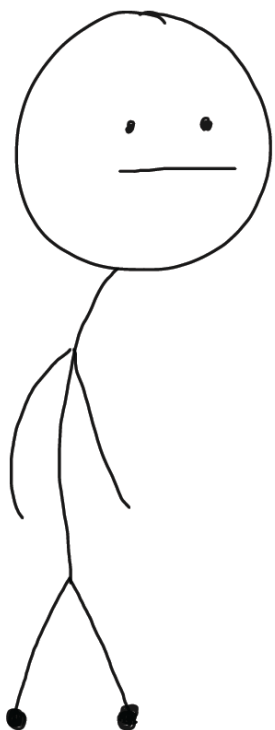
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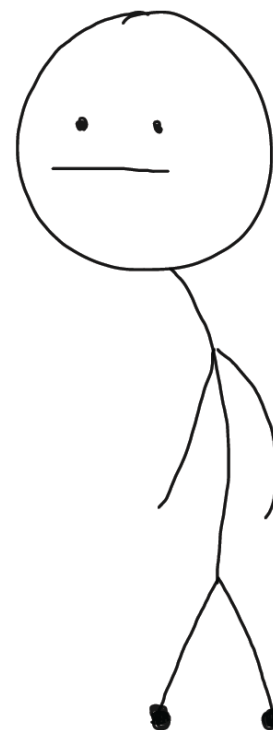
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Bridge the gap



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# Focus on

# RESULTS



NOT  
on

Activities
Output
Methodology

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# So what?



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Connect



the dots



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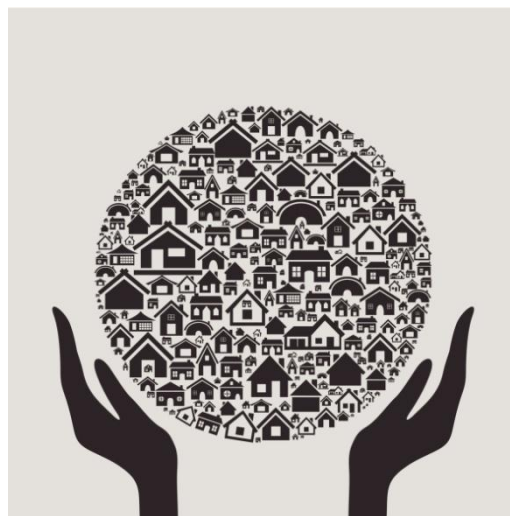


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# So what?



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## INTERNATIONAL ASSOCIATION OF FIRE CHIEFS

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### OPTION 02

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### OPTION 03

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## How do you communicate?



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# Silence



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# Exercise



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Contact **Pat Lynch, Ph.D.**  
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(562) 985-0333



www.BusinessAlignmentStrategies.com

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## Questions?

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**Thank you for attending!**

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