



Presents

Deputy Chief Frank Viscuso

Step Up and Lead—Leadership Development Workshop

This is an interactive leadership and culture development program for all fire service members as well as civilians. Content includes:

1. Leading in Today's World—Leadership Traits

This is a passionate talk about why we need strong leadership in today's world – more than ever before. This class is full of riveting true-life stories that will illustrate each trait.

2. Leadership Skills

Most of the problems many leaders and people in management positions encounter can be directly attributed to poor or ineffective people skills. This portion of the class will cover the following topics:

- Mentoring and Succession Planning
- Critiquing others (How to do it right)
- Effective Delegating (Dividing tasks multiplies your chances of success)
- Preventing Freelancing (top 5 causes and how to avoid them)
- Dealing with subordinate Issues (How to identify insubordination and handle difficult people)
- Post Incident Analysis (How to do it and why it is important)
- Leading through change and difficult times
- Building Morale (8 tips to increase morale)

3. Customer Service

This portion of the seminar includes a discussion on how and why we must provide exceptional service. Chief Viscuso shares stories of exceptional service that we can all learn from.

Date/Time: October 21, 2026—0900-1500

Location: Blue Ocean Music Hall

4 Oceanfront North, Salisbury, MA

Cost: \$60 (Essex Co Departments)

\$75 non-members

Register here



Or at essexcountyfire.org