



# MSFCA CHIEFS CONFERENCE

LEADERSHIP-COURAGE-FOCUS  
GREAT FALLS, MT ♦ OCTOBER 6-8, 2011

Name: \_\_\_\_\_ Title/Rank: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

## Conference Registration - Thursday, Friday & Saturday (10/6- 10/8)

Early Registration (by September 15, 2011)

MSFCA Member .....	\$159	\$ _____
Non-Member* .....	\$179	\$ _____

\* Includes MSFCA membership thru Dec 31, 2011

Late Registration (after September 15, 2011)

MSFCA Member .....	\$179	\$ _____
Non-Member* .....	\$199	\$ _____

\* Includes MSFCA membership thru Dec 31, 2011

Preconference Forums (Thursday)..... \$0 \$ NO CHARGE

One-Day Registration (Friday ONLY)\*\* ..... \$115 \$ \_\_\_\_\_

One-Day Registration (Saturday ONLY)\*\* ..... \$95 \$ \_\_\_\_\_

MSFCA Membership (2012) ..... \$50 \$ \_\_\_\_\_

Extra Banquet Ticket(s) ..... \$25 \$ \_\_\_\_\_

\*\*One-Day Registration includes education, vendors, lunch/breaks (Friday includes banquet dinner)

LAST DAY FOR CANCELLATION IS SEPTEMBER 15, 2011. REGISTRATIONS ARE TRANSFERABLE.

We encourage you to contact the Registration Staff at 888-340-4141 prior to the conference to advise of name changes. PLEASE

NOTE: Your completed registration form for the 2011 MSFCA Chiefs Conference is an OBLIGATION TO PAY. We honor that commitment and will be unable to issue refunds for cancellations received after September 15, 2011.

## Payment Information

- Check enclosed (Payable to "MSFCA")
- Bill the agency above
- Bill me at the following address: \_\_\_\_\_

REGISTRATION FORM

**Mail registration form & payment to:**

MSFCA, 727 Center St. NE, Ste. 300, Salem, OR 97301

Fax: 503-365-7893 / Phone: 888-340-4141



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(Schedule & Presenters Subject to Change)

## THURSDAY—October 6, 2011

9:30-11:00am	MSFCA Board Meeting
11:00-12:30pm	Sprinkler Coalition Meeting
12:30-2:30pm	Career Meeting
12:30-1:30pm	Volunteer Meeting
1:00-3:00pm	Fire Marshals Meeting
1:30-3:00pm	Wildland Committee Meeting
3:00-5:00pm	Fire Chiefs' Summit
3:00-5:00pm	Fire Marshals Training
6:00-8:00pm	Oktoberfest Social Event

## FRIDAY—October 7, 2011

7:00-8:00am	Breakfast
8:00-9:30am	Opening Ceremonies/Business Session
9:30-10:00am	Break with Vendors
10:00-12:00pm	Company Officer Class with Chief Jeff Johnson: The Bugle Rules
10:00-12:00pm	General Session with Jack Enter: Walking the Narrow Road of Leadership
12:00-1:00pm	Lunch (Online elections close at 1pm)
1:00-3:00pm	General Session with Jack Enter (cont.)
3:00-3:30pm	Break with Vendors
3:30-6:00pm	Workshop with Jack Enter
3:30-4:30pm	Workshop with Jim Blankenship: MT Emergency Assistance Management System
3:30-5:30pm	Fire Marshals Training: ICC Code Training
4:30-6:00pm	Workshop with Bob Fry: Incident within an Incident
6:00pm	MSFCA Meritorious Awards and Banquet

## SATURDAY—October 8, 2011

7:00-8:00am	Breakfast
8:00-9:00am	MSFCA Business Session & Ready-Set-Go!
9:00-10:00am	General Session with Chief Jack W. Snook (ret.): Managing the "New Now"
10:00-11:00am	Workers Compensation Presentation
11:00-12:00pm	Lunch
12:00-1:00pm	Montana Incident Reviews
1:00-3:00pm	Workshops <ul style="list-style-type: none"><li>• Jack Snook: You and Your Boss</li><li>• David Love: Keeping Your Wheels on the Road</li><li>• Catherine Dinwiddie: Fire Chiefs— Managing Risk and Relationships</li></ul>
3:00-4:30pm	Workshops <ul style="list-style-type: none"><li>• Catherine Dinwiddie: Fire Department Boards— Legal Considerations and Issues</li><li>• David Love: Emergency Service Recruitment and Retention</li></ul>

## HOTEL INFORMATION

Rooms are blocked at the Holiday Inn Great Falls; block ID # **194094**. Rates are \$94 plus tax. Make reservations by calling 406-727-7200. Room rate and availability applies **through September 5th, 2011**.

CONFERENCE AGENDA



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(Subject to Change)

## SCHEDULED SPEAKERS

### Jack E. Enter



Jack Enter has been associated with the field of criminal justice since 1972 when he began his career as a law enforcement officer. Since that time, he has worked as a street police officer, detective, vice/narcotics investigator, & as the administrator of a law enforcement agency in the suburbs of Atlanta. Jack obtained his Ph.D. in 1984 and has served as a professor and administrator in the university setting and served as Director of Information and Education for the Governor's Criminal Justice Coordinating Council. He was also one of the research associates assigned to the planning of the security component of the 1996 Summer Olympic Games in Atlanta. He has lectured throughout the US & abroad. He recently published his first book: *Challenging the Law Enforcement Organization: Proactive Leadership Strategies*.

#### **Walking the Narrow Road of Leadership: Principles for Fire Service Personnel and Managers**

The fire services profession is continuing to face significant challenges in its operational and organizational roles. Unfortunately, one of the more pressing issues facing American fire departments may be the failure of its supervisors and managers to consistently practice recognized leadership principles that they learn in management training programs. Most supervisors and managers seem to take the "path of least resistance" when dealing with problem employees or in communicating with employees. This "wide road of mediocrity" is believed to be the primary path of most managers and these leadership failures have become a significant form of stress and frustration for the fire services culture. This program examines why these problems occur, and the practical methods that managers and supervisors and managers can use to become effective leaders and walk the narrow road of leadership excellence – both at work and at home.

### Chief Jack W. Snook (ret.)



He is best known for his competitive spirit, a "can do" attitude, and extraordinary leadership abilities. His passion for helping others and making a difference elevated him from a rookie firefighter to the Fire Chief of one of the most successful Metro fire departments in the United States (TVF&R). Chief Snook's presentations have made him "an audience favorite" for many years. He has opened or closed over 100 conferences and conventions and spoke at over 300 events. He keynoted the 1994 International Association of Fire Chiefs worldwide convention as well as national events for corporations such as Texaco and the U.S. Postal Service.

**Managing the "New Now"** — This presentation is designed to assist managers and supervisors in coping with the challenges of the "new now". Jack Snook will share innovative, but proven concepts, principles, and techniques that will not only be informative and useful, but also entertaining. He shall discuss future concerns and challenges, quality issues and customer service, the human elements of being successful, the changing environment, and dealing with change. In addition, he will share case studies illustrating creative ways of getting the job done and being successful both personally and as an organization. Don't miss this opportunity to learn, participate, and have some fun!

SPEAKERS