**Operations Level Training:**

**Objectives:**

* Build on awareness level training by providing additional tools and techniques for **leaders** in fire service organizations.
* Learn how to communicate effectively with someone experiencing a behavioral health issue.
* Develop de-escalation techniques and strategies.
* Identify internal and external resources for support.

**Goals:**

* To have all leadership personnel within fire service organizations complete this training.
* To equip leaders with the necessary tools to support their team members who may be experiencing a behavioral health issue.

**Expected Outcomes**:

* Increased confidence in leaders to handle behavioral health related issues.
* Reduced stigma and improved communication around behavioral health within the organization.
* Increased use of resources and support systems.

**Target Audience**:

* Leadership personnel within fire service organizations, from company officers to agency leaders.

**Format**:

* Each agency and region can determine what best fits their needs. The formats below are suggested options with some possible examples.
* In-person
* Online self-directed:
  + Center for Supportive Workplaces[: Mental Health Support Training for First Responder Leaders](https://www.supportiveleadership.org/first). 1 hour.
  + Others:
* Online in-person