



Defence, Security and Justice

# Enhancing Leadership Skills in Australia's Frontline Emergency Services

TRAINING

## Effective Decision Making, Communication and Managing Employee Wellbeing



Facilitated by  
**JAMES VERNON ASM JP**  
Assistant Commissioner (Retired)  
NSW Ambulance Service

Online → 10 & 17 August 2022 | 10am - 2pm AEDT



## Transformation and Collaboration to Keep the Public Safe

The last few years has seen major upheaval for Australia's frontline emergency services staff. As they battle redefined job roles, uncertainty, public expectation and fatigue, effective leadership is more important than ever. People management in the face of a global pandemic in any industry has been challenging, but in emergency services the importance of team cohesiveness, employee wellbeing, clear communication and supportive leadership remain key to staff continuing to do their job effectively.

In the face of natural disasters, changing community needs and Covid-19, responders are battling fatigue, trauma and adapting to the continuous implementation of new policies and procedures. This has taken its toll. Maintaining strong leadership in the face of these challenges requires reevaluating methods of leadership and responding to the new challenges facing your team.

As a leader it is critical to constantly assess changing needs and employ new strategies and techniques to encourage workers and support wellbeing while continuing to make effective decisions. Examining new leadership techniques and methods of communication can aid in strengthening your skills and improving performance.

Through an innovative mix of lecture-style presentations, interactive group exercises and expert feedback, participants in the Enhancing Leadership Skills in Australia's Frontline Emergency Services training session will evaluate the needs of their team and examine their leadership style to advance and hone their decision-making skills and management style.

## Not Just a Training Session

Work on ways to communicate with your team and respond to issues that may affect performance

Leave with a better understanding of the latest methods and techniques to manage frontline staff in the face of new challenges. incident response

Walk away with more confidence in your decision-making skills and leadership style through constructive feedback and in-depth group discussions

Explore the latest methods in effective leadership and decision making

Learn ways to support employee's wellbeing and aid in combating fatigue

Put theory into action by working in groups to evaluate management styles and communication techniques and receive constructive, real-time feedback

## Who Attends

The Enhancing Leadership Skills in Australia's Frontline Emergency Services training session has been specifically designed for anyone in the public sector space that works in frontline services leading small or large teams. It is for those looking to improve on their leadership style and communication skills to best manage employees.

The course is suitable for any public sector professional dealing with managing teams in their day-to-day and will be highly valuable for those looking to hone their decision-making skills and evaluate methods to develop their leadership skills.

## Meet Your **Facilitator**



**JAMES VERNON ASM JP**  
Assistant Commissioner (Retired)  
**NSW Ambulance Service**

Jamie has provided service to the public of NSW for nearly 40 years, all of which have been served within the Emergency Services. He commenced as a front-line ambulance officer and has risen through the ranks from an Operational Superintendent to the Senior Leadership team in NSW Ambulance as the Assistant Commissioner and Director of NSW Ambulance's Control Division.

As an accomplished leader in the emergency management sector, Jamie has experienced all the highs and lows that a career spanning this long provides. He is an exceptional senior manager, motivator, and problem solver, having undertaken roles across a variety of areas and situations from major operational incidents such as storm events in Newcastle, to running major transformational projects.

He has exceptional knowledge of emergency operations, and has undertaken significant operational reform and change management. Additionally, Jamie has considerable people management skills including significant work within the industrial relations and workforce management area. He has experience working with all levels of government on both operational and strategic matters.

Jamie has retired from public service after 39 years and has recently undertaken contracts with various government agencies leading projects such as the Advanced Mobile Location technology for triple zero calls and more recently investigating GPS capability in Sydney road tunnels. He has undertaken reviews into emergency operations within Control Centres for Tasmania and Northern Territory governments.

He recently completed the Certificate IV qualification in Training and Assessment and undertakes training for the Royal Life Saving Society.

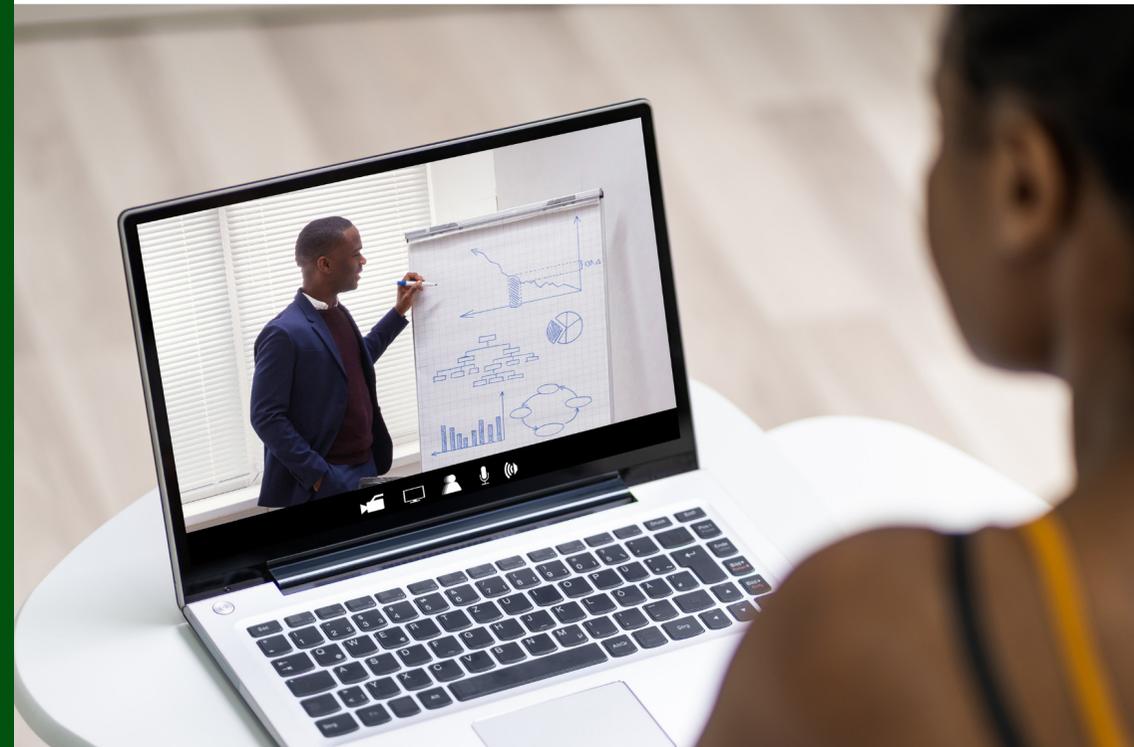
## **Preparation**

**This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.**

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current challenges you are facing

**CLICK HERE TO REGISTER**



# Explore the Agenda

Day 1 | Thursday, 30 June 2022

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## Module One - What is Effective Leadership?

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**10:00am** PSN Welcome and Introductions

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**10:05am** Training Overview, Objectives and Outcomes and Icebreaker

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**10:20am** What Makes a Good Leader?

- Managing on the frontline
  - Understanding your team
  - What are the challenges facing frontline staff and agencies
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**11:00am** Leading in an Emergency and Under Complex Conditions

- Growing your leadership confidence
  - Assessing capabilities and deploying resources
  - Communication and decisiveness
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**11:40am** Breakout Activity:  
**Group Discussion: Experiences that have Impacted your Leadership Style**

- Discuss a case study that influenced how you lead your team
  - Break down why this experience impacted how you manage people
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**12:00pm** Lunch Break

## Module Two - Balancing Employee Wellbeing with Effective Performance

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**12:30pm** Shifting Expectations of Frontline Responders

- How the last two years has impacted emergency responders
  - Changing operational expectations and the effects on staff wellbeing
  - Dealing with conflict and fatigue
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**1:00pm** How to Lead an Effective Team

- Defining expectations in an operational environment
  - Building trust within your team
  - How to motivate as a leader
- 

**1:30pm** Breakout Activity:  
**Create a brief of Two Key Changes that Would Improve your Methods of Communication**

- Write about two changes you could make to your communication style that would positively impact your leadership
  - Detail how these changes could help your team when responding to future incidents
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**2:00pm** Close

Day 2 | Thursday, 30 June 2022

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**Module Three - Leadership - Efficient, Supportive and Decisive**

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**10:00am PSN Welcome and Introductions**

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**10:10am Group Project: Project Brief**

- Breakout into groups for a hands-on learning experience
  - What are the latest strategies to improve leadership in frontline response?
  - How can these be implemented to Improve efficiency, communication, staff support and decision making?
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**11:10am Group Project: Design a Briefing Discussing**

- Discuss how to incorporate the latest strategies into your leadership style
  - Communicate how these changes would affect your team's performance and wellbeing
  - Develop a compelling report to share with organisational leaders on how these changes could impact positively on frontline staff
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**12:00pm Lunch Break**

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**12:30pm Group Project - Pitch and Share**

- Present to the group
  - Discuss the two techniques you could implement to positively impact leadership in your organisation
  - Benchmark against your peers
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**1:10pm Group Project: Evaluation and Feedback**

- Peer-review fellow participants projects
  - Receive professional feedback and constructive criticism from workshop facilitator
  - Discuss the obstacles you face in making these changes
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**1:50pm Summary and Closing Notes from Facilitator**

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**2:00pm Workshop Close**

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