

STEP UP AND LEAD

A LEADERSHIP AND TEAM-BUILDING SEMINAR

“ Culture is created by design, not by default.
Don't lower the standard.
Build people who can rise to it. ”

CLASS OVERVIEW

Strong leadership strengthens teams, builds morale, and shapes organizational culture. Whether you are a seasoned manager, newly promoted, or an aspiring leader, this interactive program gives you the tools, mindset, and confidence to lead with purpose.

TOPICS COVERED

- Mental Health and Wellness
- 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)
- Conflict Resolution (The three ways most people deal with conflict – and two are wrong)
- Post Incident Analysis (How to do it and why it is important)
- Building Morale (8 tips to increase morale)
- Top reasons why teams fail
- Customer Service Tips
- How to build Trust
- Team Building

ABOUT THE INSTRUCTOR:

CHIEF FRANK VISCUSO

Chief Frank Viscuso (Ret.), bestselling author of *Step Up and Lead* and internationally recognized fire service speaker, brings energy, humor, and hard-earned insight to every seminar.

He has trained thousands of firefighters across the U.S., Canada, and Europe and was named the George D. Post Fire Instructor of the Year (2025). His workshops are known for being practical, motivating, and immediately applicable in the firehouse and on the fireground.

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FRANK VISCUSO



EVENT DETAILS



DATE:

Saturday December 19, 2026



TIME:

9am-3pm



LOCATION:

Van Buren Tech Conference Center
490 S. Paw Paw St.
Lawrence, MI 49064



COST:

Free with lunch included



REGISTER AT:

SMOKE - 2027-2-80-Q64C-0038
or Contact Chief Babcock at 269-214-0123

STEP UP YOUR TEAMWORK



FRANK VISCUSO
Fire Engineering



JOIN US FOR THIS VALUABLE AND EXCITING LEARNING OPPORTUNITY!

