



THE CUBA AND FRIENDSHIP VOLUNTEER FIRE DEPARTMENTS ARE PROUD TO PRESENT

# Leadership in the Firehouse:

## Recruitment & Retention – Rescue & Recovery

A CONVERSATION WITH:

# TIGER SCHMITTENDORF

AUTHOR | PRESENTER | INSTRUCTOR | EMERGENCY MANAGER | LEADER

Wednesday – May 13, 2009 – 7pm  
CUBA ELEMENTARY SCHOOL  
15 Elm Street – Cuba NY

A Good Will Donation will be Collected to Support the Firefighters Injured  
in the Friendship Commercial Building Collapse on December 21, 2008  
Call 585-968-2530 and leave message to Register  
Contact Wayne Butts at 585-968-3002 for more information

The fact is: the fire service is a people-driven business. The Jaws-of Life never made a rescue on its own and a fire engine never put out a fire by itself. It takes people. Good, hard working, dedicated people just like you.

We also know that the harsh reality of the fire service is this: the majority of the challenges our leaders face are back at the firehouse, not on the fire scene.

This conversation focuses on the challenges we face, why we face them and how to effectively combat them.

Outlining his three-tier strategy to the survival and success of the volunteer fire service, Tiger Schmittendorf will share his “Top 10 Commandments for Recruitment & Retention” as well as personal insights, toolkits and other resources.



*“The survival and success of the volunteer fire service relies on our ability to create more opportunities – for more people – to volunteer less time. Our success depends upon our ability to effectively plan for, lead and manage volunteers, whether you don’t have enough – or you have more than you can handle. The possibilities for their involvement are only limited by our imagination.”*

*– Tiger Schmittendorf: “A New Pyramid Scheme for Your Volunteer Fire Department”*

---

Tiger Schmittendorf is an author, instructor, emergency manager and a frequent presenter on the subjects of leadership, safety, command, recruitment and retention. He serves the County of Erie (Buffalo NY) Department of Emergency Services as Deputy Fire Coordinator and created a recruitment effort that doubled his own fire department’s membership and helped net 525+ new volunteers countywide. He is a nationally certified fire instructor and has been a firefighter since 1980. Visit his blog at: [www.TigerSchmittendorf.com](http://www.TigerSchmittendorf.com) or contact him at 716.549.0022 to learn more.

---