

TAKE ADVANTAGE OF

# Leadership in the Firehouse: Recruitment & Retention – Rescue & Recovery

A CONVERSATION WITH:

## TIGER SCHMITTENDORF

AUTHOR | PRESENTER | INSTRUCTOR | EMERGENCY MANAGER | LEADER

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 volunteer fire service is this: the majority of the people management challenges our leaders encounter are back at the firehouse, not on the fire scene.

This presentation and discussion 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”*



**Recruitment &  
Retention Toolkit**

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Tiger Schmittendorf 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 to net 525+ new volunteers countywide. He is a contributing editor for Firehouse.com and FASNY's *The Volunteer Firefighter* and is a frequent presenter on the subjects of leadership, recruitment and retention. 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).

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