

# **Fire Scene Communications**

**v1.0**

**Firefighters Support Foundation**

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**About FSF**

Fire scene communications is one of the most critical components of emergency response. In this program, we will define communication, explain the elements of communication, discuss some best practices, and effectively ensure that information is being disseminated.

## **What This Program Is**

Upon completion, you should be able to:

- ❖ Define communication
- ❖ Explain the key elements of communication
- ❖ Discuss some best practices
- ❖ Effectively ensure that information is disseminated

**Objectives**

- ❖ Information is an exchange of information
- ❖ It is a “two way” conversation
- ❖ Includes two or more people

**What is communication?**

- ❖ A sender
- ❖ Message transmitted
- ❖ A receiver
- ❖ Message received

**What are the key elements?**

- ❖ Before you key up the mic, listen
- ❖ Collect your thoughts before broadcasting
- ❖ Keep your transmission to brief, concise statements.
- ❖ Wait for confirmation from the other person.
- ❖ If reply is incorrect, notify immediately and transmit again.

**What are some best practices**



- ❖ Stick to the basics... who, what, how, when, why
- ❖ Keep your message brief and concise
- ❖ Overcome cognitive dissonance
- ❖ Always receive confirmation message was correctly received
- ❖ Avoid slang or technical jargon
- ❖ Remember the listener may use other terminology than you use

**Effectively ensuring  
information is disseminated**