



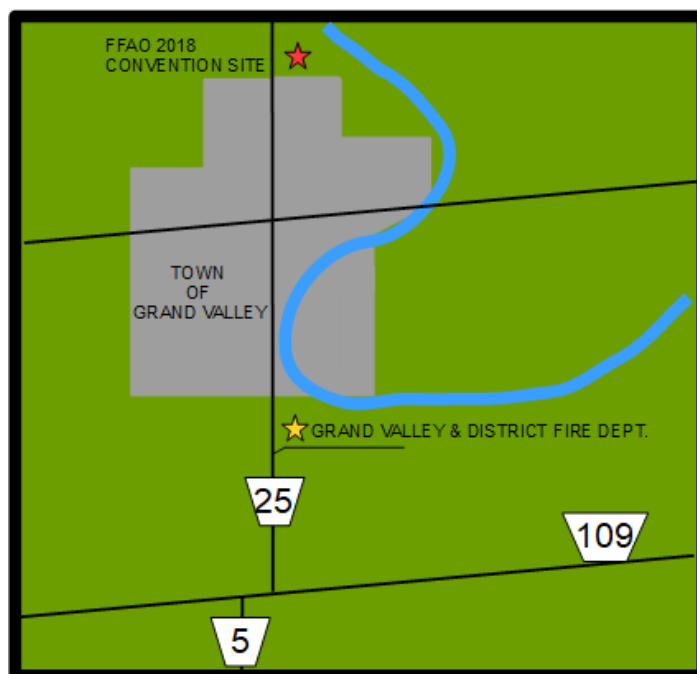
FFAO QUARTERLY MEETING

EXECUTIVE MEETING

SATURDAY MAY 26 @ 13:00
LOCATION: GRAND VALLEY FIRE STATION

FFAO QUARTERLY MEMBERS MEETING

SUNDAY MAY 27 @ 12:00
LOCATION: GRAND VALLEY FIRE STATION



Body Language for Fire Service Personnel

Helping You Help Others

with Jennifer Grigg



Bio:

Jen has over 25 years in the fire service, most recently as an Instructor at the Ontario Fire College. Wanting to make an impact in a different way, she left the college in December and embarked on a 5 month journey in training and coaching. She began studying body language training in an effort to expand on what she'd stumbled upon in her role at the college. As an introvert and recovering awkward person, she'd discovered that a slight shift in her stance increased her feelings of confidence and competence, traits vitally important in fostering credibility among the fire service members taking her courses.

Now that she's completed her training and is certified by the Science of People, a human behavior research lab in Portland, Oregon, she's on a mission to share what she's learned.

Mission Statement:

My passion is teaching others about the power of our nonverbal skills in order to have increased confidence, greater charisma and authentic communication with the people in our lives.

Overview:

In this 60 minute presentation, I'll share entertaining and informative facts about the power of body language and we'll have some fun trying out the actionable ones. It will also include the nonverbal patterns of influence and practical skills for firefighters and officers.

Goals:

- Inspire FFAO members to leverage the power of body language
- Use the science of leadership to give actionable and effective leadership strategies
- Show how nonverbal communication can increase patient care success and help professional communication between fire service members, on and off the scene.

Topics Covered:

- Decoding Nonverbal Cues
- Power Body Language
- Building Trust
- Engagement Nonverbal

Skills Learned:

- How to use nonverbal to improve presence
- How body language can help build relationships
- The nonverbal science of connection and engagement
- How to connect with the people you're helping, fire service colleagues and family members in a new way

Basic Outline:

I. The Science of Nonverbal Communication

- A. Why Body Language?
- B. The History of Nonverbal

II. First Impressions

- A) Improving Presence
- B) Nonverbal Branding

III. Communication

- A) Building Trust
- B) Haptics - The Power of Touch
- C) Microexpressions and Decoding Hidden Emotions
- D) Power Posing
- E) Fronting

Can't wait to see you on the 27 of May!

Jennifer Grigg

— *gg* —
JENNIFER GRIGG
COACHING

