Assignment Sheet 6-1
Apply the Interpersonal Communications Model to an Emergency Situation Scenario

Name ___________________________ Date __________________

References
NFPA 1021, 4.2.1

Introduction
As an effective leader, a fire officer must be able to communicate with others. Communication skills rank directly below a person’s leadership capability regarding the attributes most employers find desirable for new employees. Emergency scene communications are a critical portion of a fire officer’s required skill set. The fire officer must be able to proficiently apply interpersonal communications through direct contact or over the radio with others during emergency situations.

Directions
Using the information presented lesson 6 as a reference, answer the following questions.

Activity

1. List the six “basic” interpersonal communication elements.

   a. __________________________________________________________________________

   __________________________________________________________________________

   b. __________________________________________________________________________

   __________________________________________________________________________

   c. __________________________________________________________________________

   __________________________________________________________________________

   d. __________________________________________________________________________
2. Of the six “basic” interpersonal communications elements, which element allows the participant to recognize and overcome potential barriers to effective communication?

3. Describe the three characteristics of words as symbols.
   a. 
   b. 
   c. 

4. Listening is probably the most important communications skills described in the manual. List the five major components of this process and briefly explain each.
   a. 
   b. 
   c. 
   d. 
   e. 


**Scenario 1**

As a company officer you have been dispatched to a residential structure fire. Upon arrival the Incident Commander (IC) assigns your company, by radio, to advance an attack line through the front door to the interior of the structure for fire suppression and while keeping Command appraised of your progress.

5. In this example who is the sender?
   
   ________________________________________________________________

6. What are the main points of the message that must be communicated?
   
   a. ____________________________________________________________
   
   b. ____________________________________________________________

7. How is the message transmitted?

   ________________________________________________________________

8. What is the medium of the message?

   ________________________________________________________________

9. Who is/are the receiver(s)?

   ________________________________________________________________

10. Describe the possible sources of interference that may prevent the receiver from fully receiving the message. Categorize these sources as either internal or external in nature.

   a. ____________________________________________________________
   
   b. ____________________________________________________________
   
   c. __________________________________________________________________
   
   d. __________________________________________________________________
   
   e. __________________________________________________________________

11. Is feedback necessary? If required, describe what feedback would be appropriate.

   __________________________________________________________________
   
   __________________________________________________________________
Scenario 2
As a company officer on Ladder 4 you have responded to a structure fire involving a small mercantile occupancy. Upon arrival Command (Battalion 19) assigns you to perform vertical ventilation operations “on the roof”. Command has instructed you to coordinate your efforts with the Interior Division, Capt. Bronson. Following the laddering of the building and checking the roof for structural stability you contact Interior Division by radio and tell him that Ladder 4 is preparing to ventilate the roof. Once Interior Division confirms that they are ready, Ladder 4 ventilates the roof.

12. In this example who is the sender?
_____________________________________________________________________________

13. What are the main points of the message?
   a. _______________________________________________________________________
   b. _______________________________________________________________________

14. How is the message transmitted?
_____________________________________________________________________________

15. What is the medium of the message?
_____________________________________________________________________________

16. Who is the receiver(s)?
_____________________________________________________________________________

17. Describe the possible sources of interference that may prevent the receiver from fully receiving the message. Categorize these sources as either internal or external in nature.
   a. _______________________________________________________________________
   b. _______________________________________________________________________
   c. _______________________________________________________________________
   d. _______________________________________________________________________
   e. _______________________________________________________________________

18. Describe where the use of words, in the context of this scenario, might hinder the operation. What word characteristics might contribute to this?
_____________________________________________________________________________
Scenario 3
As a company officer on Engine 5, you have been ordered to advance an attack line to combat the fire. In order to accomplish this you must issue verbal orders describing the task and the assignment of your company members to complete the elements required of the task.

19. In this example who is the sender?
_____________________________________________________________________________

20. What are the main points of the message?
   a. __________________________________________________________________________
   b. __________________________________________________________________________

21. How is the message transmitted?
_____________________________________________________________________________

22. What is the medium of the message?
_____________________________________________________________________________

23. Who is the receiver(s)?
_____________________________________________________________________________

24. Describe the possible sources of interference that may prevent the receiver from fully receiving the message. Categorize these sources as either internal or external in nature.
   a. __________________________________________________________________________
   b. __________________________________________________________________________
   c. __________________________________________________________________________
   d. __________________________________________________________________________
   e. __________________________________________________________________________
   f. __________________________________________________________________________

25. The text lists five general purposes for interpersonal communication, which of the five are present in this scenario?
_____________________________________________________________________________