



Step Up and Lead

Frank Viscuso

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In his new book *Step Up and Lead*, Frank Viscuso--author, speaker, and career deputy chief--shares the secrets of effective fire service leadership, introduces the traits and skills essential for successful fire service leaders, and discusses the importance of customer service. Designed to help you reach the top of your profession, this new book is considered must-read material for anyone who is ready to step up and lead!

Contents: Foreword by Vincent Dunn; Acknowledgments; A leader of one; Leadership traits; Leadership skills; Customer service; Call to action; Index.

Features and Benefits:

- Utilise the talents, skills & abilities of others
- Effectively delegate tasks
- Deal with subordinate problems
- Critique others
- Prevent freelancing
- Create a mentorship programme
- Improve workplace morale
- Provide praise and recognition
- Conduct effective meetings
- Tackle administrative tasks
- Create programmes
- Communicate and present
- Lead on the fireground
- Set and achieve goals
- Provide exceptional customer service
- Make high pressure decisions
- Gain a competitive advantage with promotions

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