



Wyoming County Office of Emergency Services

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Training Announcement

Emotional Intelligence in the Volunteer Fire Service

Full Description:

Emotional Intelligence in the Volunteer Fire Service is a leadership-focused course designed to help firefighters and officers improve interpersonal effectiveness, strengthen team dynamics, and lead with self-awareness and empathy. In the volunteer fire service—where relationships, retention, and morale are closely tied to culture—emotional intelligence (EI) is essential for building trust and sustaining long-term engagement.

This course introduces the core components of emotional intelligence: self-awareness, self-regulation, motivation, empathy, and social skills. Participants will explore how these elements impact leadership effectiveness, peer relationships, crew morale, and conflict resolution. The course also addresses unique challenges in volunteer environments, such as balancing personal relationships with rank, managing stress in high-demand roles, and maintaining professionalism in informal settings.

Interactive discussions and practical scenarios help students apply emotional intelligence concepts directly to real-life fire service situations.

Designed for: Firefighters, Chief Officers

Course Length: 2 hours

Course Location(s): Wyoming County Fire Training Center
3651 Wethersfield Road

Training Dates: May 21, 2026

Time: 6:30pm – 9:30pm

Instructor: Deputy Fire Coordinator Graham

Prerequisites: None

To register please contact the office at oem@wyomingcountyny.gov or 585-786-8867