

# DEPUTY CHIEF FRANK VISCUSO

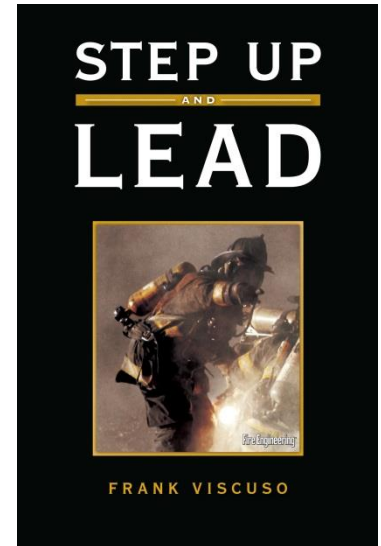
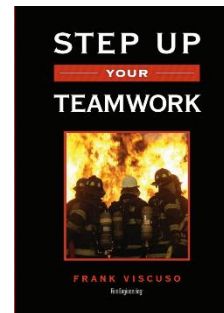
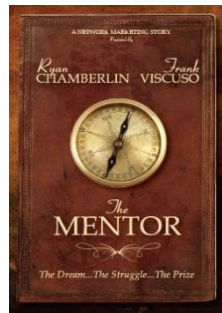
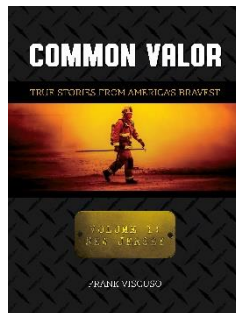
## Leadership & Team Building Specialist

Presented by



Deputy Chief (ret.)  
Frank Viscuso

"No one anoints a leader. A person may be assigned to a position or a rank, but no one assigns a leader. Leadership is action, not position." Frank Viscuso



### About Frank Viscuso:

Frank Viscuso served the Town of Kearny, New Jersey (Hudson County) for nearly twenty-seven years before retiring at the rank of Deputy Chief. He is the author of 6 books including Amazon bestsellers *Step Up and Lead*, *Step Up Your Teamwork* and *The Mentor*. Chief Viscuso is a highly sought after, internationally recognized speaker who has the ability to move people to action. Over the past decade he has spoken to hundreds of audiences on many topics that include leadership, team building, and customer service. Frank travels throughout the United States and Canada providing leadership and team development training for emergency service workers, sales teams, U.S. Armed Forces, the healthcare industry, small businesses, and large corporations (including Exxon/Mobil). Frank has provided Keynotes at West Point Military Academy and various Universities and has been chosen to be a Keynote speaker for FDIC International in 2021. His seminars and webinars are designed to introduce people to the top traits associated with leadership and to equip them with the skills they will need to lead, inspire, and motivate their teams. Every organization's culture is either created by design or default. Creating a culture of exceptional service does not happen by accident. Chief Viscuso connects with his audiences through his passionate and often humorous delivery. His highly-motivational seminars are designed to equip people with the necessary skills they will need to excel in their chosen field. His proven theories, methods and techniques will help the members of your organization provide exceptional customer service and make a great impression on the people they connect with on a daily basis.

Contact: [frank@commonvalor.com](mailto:frank@commonvalor.com) / (973) 981-1505 / [www.frankviscuso.com](http://www.frankviscuso.com)

# See what others are saying about Frank Viscuso's virtual training

Thank you Chief Viscuso for the great learning opportunity today. It was a great webinar. I learned some new things and had several other things confirmed for me today. – **Scott D.**

**Exclusive Webinars for your Organization**

## **Online Training Available**



**60/90 Min. Classes:**

- Leadership Traits**
- Leadership Skills**
- Officer Development**
- Team Development**
- Customer Service**

**Additional Class Options Include:**

- **First Due Tactics**
- **Basement Fires**
- **Fireground Command**
- **Search and Rescue Ops**
- **How to Conduct a PIA**
- **Technical Report Writing Skills**
- **Haz-Mat Incidents for 1st Responders**

**Frank Viscuso**  
**#973-981-1505**

**frank@commonvalor.com**

I really enjoyed the webinar. I am a fire academy instructor. I am going to highly recommend the recruits take this online training so they can add this knowledge to their toolbox. – **Danielle S.**

Great Webinar! It was a nice little recharge. – **Brandon P.**

Thank you for another great class Chief. – **Jeffrey M.**

You need to add #26... Take This Class! – **Tim H.** (in reference to the class *25 Things Every Firefighter Must Know and Do*).

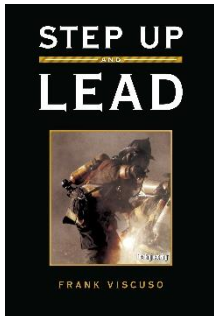
Chief, very well done. I viewed it at work with 10 firefighters. We are all looking forward to future classes. – **George B.**

Thank you for another great class. – **Dave W.**

I wanted to reach out and say thank you. This was a great class with tons of inspiration and helpful tips. I'm going to re-read Step Up and Lead now. – **Jason B.**

This was a great way to keep my team motivated, engaged, and focused on why we do what we do. Thank you for putting out fantastic content. We will be calling you to schedule more classes. – **Chief Ryan B.**

# Webinars and Virtual Classes by Frank Viscuso



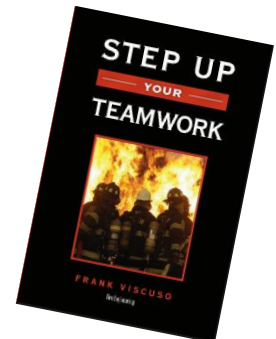
## Step Up and Lead: Leadership Traits (for ALL members)

Based on Chapter 2 of Step Up and Lead, this is a passionate talk about why we need strong leadership in today's world – more than ever before. This class is full of riveting true-life stories that will illustrate each trait. Among the traits discussed are: Loyal, Educated, Adaptable, Determined, Enthusiastic, Reliable, Selfless, Tough, Empathetic, Assertive, Courageous and Honorable. (There is a wealth of information covered within each topic like integrity, trust, and goal setting.) This popular class covers leadership in all service-based organizations.

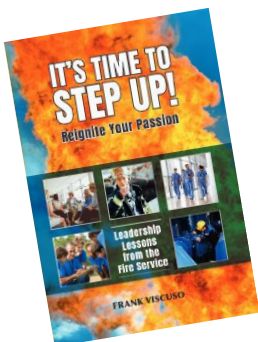
## Step Up and Lead: Leadership Skills (for current and future officers)

Most of the problems many leaders and people in management positions encounter can be directly attributed to ineffective people skills. Based on Chapter 3 of Step Up and Lead, this class covers the following skills:

- Mentoring and Succession Planning
- Critiquing others (How to do it right)
- Delegating (The who, what, where, when and why of delegating)
- Preventing Freelancing and divisiveness (one team, one mission)
- Dealing with subordinate Issues (How to lead difficult people)
- Post Incident Analysis (How and why we do it)
- Leading through change and difficult times
- Building Morale (8 tips to increase morale)



## Flash Point: Forging a winning culture



Based on the content in his soon-to-be released seventh book titled FLASH POINT, Chief Viscuso draws comparisons between the four most common stages of team development and the four stages of fire - Incipient, Growth, Fully Developed and Decay. During this motivational talk, Chief Viscuso will explain why some teams are consumed with Drama and Conflict while others thrive under pressure. Attendees will be introduced to the 8 essential steps they will need to take for them to reach their peak performance as individuals and team leaders.

# Webinars and Virtual Classes by Frank Viscuso

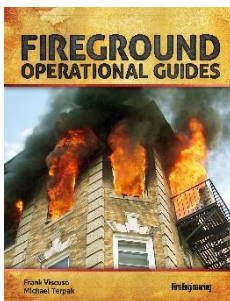
## Customer Service

Creating a culture of exceptional customer service does not happen by accident. This seminar begins with a discussion on why some companies succeed and others fail at satisfying the needs of the people they serve. Chief Viscuso will introduce proven theories, methods and techniques that can help the members of your organization provide exceptional customer service and make a great impression on the people they come in contact with on a daily basis. The lifeblood of your organization summed up in one word – CARE. Those who attend this training will fully understand this by the end of the class. Most managers tell their frontline people to be friendly and give great service, but this seminar shows them how to deliver it.

Course content includes:

- The First Impression
- The lifeblood of your organization in one word - CARE
- How to provide great service
- How to stand out in today's world
- How to deal with difficult people
- Social Media (how people can build their brand or destroy their credibility)
- Stories and examples of great service

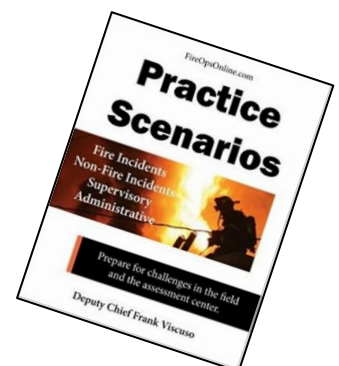
## Command and Management of Structure Fires



Based on the content from his books Fireground Operational Guides, and Practice Scenarios, Chief Viscuso will take you through a structure fire – from the initial call until termination of command – and cover all the essential actions a fire department incident commander must take to effectively mitigate the incident. Do you know the two things you will need for you to function in high-stress environments? Do you know the 11 areas that absolutely MUST be addressed at EVERY structure fire? If not, you will after you attend this popular virtual training.

## Custom Webinars and Keynotes also available

If you have specific needs that need to be met, Chief Viscuso will customize a class to cover the material you desire. This can be in the form of a webinar or keynote speech.





# Webinars and Virtual Classes by Frank Viscuso

Additional live and online fire service classes include:



- 25 Things every FF should know and do
- 4 Stages of Team Development
- Mission, Vision, and Core Values
- Tenement Fires; Challenges & Concerns
- Basement Fires: Challenges & Concerns
- Hoarding and Heavy Content Fires
- Team Search Methods
- MayDay and Urgent radio procedures
- How to Conduct a PIA
- Haz-Mat Incidents for 1<sup>st</sup> Responders
- Administrative and Supervision
- Structure Fire Report Writing
- Common mistakes new officers make
- The lifeblood of your organization: CARE
- Stress Management: Preventing and avoiding Mental and Physical Burnout

If you believe now is the right time to Step Up and Lead, contact Frank today and let him know what he can do to help you and your organization.

Email: [Frank@commonvalor.com](mailto:Frank@commonvalor.com)

Phone: (973) 981-1505

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## WEBINAR PRICING:

- 60 Minute Webinars ..... \$600.00
- 90 Minute Webinar ..... \$750.00 (Recommended)
- 120 Minute Webinar ..... \$1,000.00

## Multiple 90-minute Webinar Packages are also available:

2 for \$1,295.00 / 3 for \$1,800.00 / 4 for \$2,400.00 / 5 for \$3,000.00

*Webinars are provided live via Zoom. A recording of the presentation will be made available for 14 days for members who have missed the live presentation.*