

Problem solving

By Wayne Bailey



Problem solving is a verb. It's the process of finding solutions to difficult or complex issues.

What are the challenges that face a fire/EMS officer in today's environment? The officer is challenged each day with calls, resources to cover the call, needs today and expected needs in the future from their customers not forgetting the needs of each person who reports to the officer. Let's dive in and discuss the issues with problem solving.

Delivery of resources available to do the job

As a servanthood leader, it's your job to provide the tools to get the job done. What are you currently lacking in the tool box to make the job safer and more efficient? One tool could be a P-card, also known as a purchasing card. This is a typical Master Card or Visa with spending limits of R1 300 to spend

each month for incidentals such as food for your crew or a need from one of your customers.

The needs of the engine or truck company

The needs will vary. The biggest need would be support and providing the needed training so everyone goes home at the end of shift. What are the needs after a call that involves a once in a lifetime call like a multi-fatality car crash involving small children? If not taken care of or addressed, this can be a problem later on.

Balancing individual and group needs

Sometimes an individual can suck the life right out of you with their needs. We all know that some need more attention than others. Don't spend 80 percent of your time with 20 percent of the people. Take time to meet one-on-one to find out what's going on at home or just how their kids are doing in school.



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Meeting group needs is an easy way to make announcements, cover a past call or just give high fives for a job well done.

In closing, there is no one way to excel in problem solving. My advice is to do more listening than speaking. By doing this, you will see the problem before it gets out of hand. Problem solving should be everybody's job. When a problem is given to you, the next question should be, "What is your suggestion to fix the challenge?" 🔥