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| UNIT OVERVIEW |
| **Course** Helicopter Crewmember, S-271 |
| **Unit** 2 – Effective Working Relationships |
| **Time** TBD |
| **Objectives**1. Define the professional conduct the HECM should practice.2. Define how to establish and maintain positive interagency working relationships. |
| **Strategy**This unit will help students to establish effective working relationships. This will be done through lecture and student interaction. |
| **Instructional Method(s)*** Facilitation/informal lecture with PowerPoint
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| **Instructional Aids*** Personal computer with LCD projector and presentation software
* Fireline Handbook, PMS 410-1
* IRPG
* IHOG
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| **Exercise(s)*** None
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| **Evaluation Method(s)*** Classroom review and discussion.
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| **Outline**I. Professional ConductII. Positive Working Relationships  |
| **Aids and Cues Codes**The codes in the Aids and Cues column are defined as follows:IG – Instructor Guide IR – Instructor ReferenceSW – Student Workbook SR – Student ReferenceHO – Handout Slide – PowerPoint |

# UNIT PRESENTATION

COURSE: Helicopter Crewmember, S-271

UNIT: 2 – Effective Working Relationships

| OUTLINE | AIDS & CUES |
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| Unit Title Slide.Present Unit Objectives.i. professional conductAs a Law Enforcement helicopter crewmember you are a member of an organized group. You are expected to conduct yourself in a professional manner while on an incident assignment.**EXERCISE: Conduct**Purpose: For students to become familiar with the importance of their conduct.Format: Students groups or classroomTime: 10 minutesMaterials: * Flip chart with marker

Instructions: 1. Instruct students to record what they think is their expected conduct as a helicopter crewmember.2. Have students think of scenarios at helibase and overnight assignments.3. When finished, discuss and review answers in class.4. Compare student answers to outline as you proceed.**End of Exercise.**A. What is Conduct?Conduct can be defined as the way one acts, or ones behavior. The way you conduct yourself paints an image of you, who you are, and the agency you represent.Remember, there is always someone, or a group who are watching how you conduct yourself.Conduct yourself in a professional manner:* Be respectful – To others and their property, and to public property.
* Be courteous – To other crewmembers, to the public and officials.
* Be prompt – For briefings, meetings, and completing task.
* Be safe – At all times
* Set an example – Be a positive role model.

During off incident Rest and recuperation (R&R) periods you must conduct yourself in the same manner.* Personnel are responsible for proper conduct and maintenance of fitness for duty.
* Drug or alcohol abuse resulting in unfitness for duty will normally result in disciplinary action.
* Report any observed drug or alcohol abuse to your supervisor.

It is extremely important that inappropriate behavior be recognized and dealt with promptly. Inappropriate behavior is all forms of harassment and all will not be tolerated, e.g., sexual and racial harassment.ii. Positive working relationshipsEstablish and Maintain Positive Interpersonal Working Relationships.• Know your co-workers and look out for their well-being.* + Put the safety of your co-workers above all other objectives.
	+ Take care of their needs.
	+ Resolve conflicts between individuals on the crew.
	+ Keep supervisors/co-workers informed.

Establish and Maintain Positive Interagency Working Relationships.Throughout your career you will have that opportunity to work with other agencies and their personnel.* When working with other agencies maintain a professional conduct.
	+ Put safety before and above all other objectives.
	+ Be respectful – To line officers, policies, and their way of doing business.
	+ Be courteous – To supervisors, crewmembers, and officials.
	+ Establish and maintain good communications.
	+ Remain focused on the task so they will function safely and efficiently.
	+ Ensure instructions are understood on the tasks to be accomplished.
	+ Build everyone into an interagency team.
	+ Be honest, personable, professional and presentable.

Review Unit ObjectivesHand out unit quiz. Correct quiz as a class. | Slide 2-1Slide 2-2Slide 2-3Slide 2-4Slide 2-5Slide 2-6Slide 2-7Slide 2-8Slide 2-9Slide 2-10Slide 2-11Slide 2-12Slide 2-13Slide 2-14Slide 2-15Slide 2-16HO-2-1 |