
Disaster Frontline Supervisor Simulation
DSSSS602A: November 2008

Description	<p><i>Disaster Frontline Supervisor Simulation</i> (DFSS) is an instructor-led, basic level course. The simulation builds on the information presented in the <i>Disaster Frontline Supervisor</i> (DFS) course. The simulation provides participants an opportunity to practice key supervisory skills and use the <i>Disaster Frontline Supervisor Handbook</i> as a resource.</p> <p>The <i>Disaster Frontline Supervisor Simulation</i>, combined with the <i>Disaster Frontline Supervisor</i> course (DSSSS601A), replace <i>Supervision on Disaster Assignment</i> (DSSSS600A) and <i>Supervision in Disaster</i> (ARC 3086). To meet the training requirements for a supervisor position in the Disaster Services Human Resources System, completion of both the course and simulation is required.</p>
Purpose	<p>The purpose of the simulation is to provide participants an opportunity to practice their supervisory knowledge and skills in leading teams that deliver high quality service and to create a climate that promotes worker satisfaction.</p>
Learning Objectives	<p>As a result of this simulation, participants will be able to—</p> <ul style="list-style-type: none">• Provide workers with appropriate assignments and build an effective team.• Practice coaching and giving feedback to workers in a variety of situations.• Describe ways to maintain team morale and worker satisfaction.• Practice communicating change in a positive manner.• Describe the considerations in providing an effective performance evaluation.
Audience	<p>Volunteers and employees of the Red Cross who aspire to supervise a work unit on a disaster relief operation, and those who want to refresh their supervisory skills.</p>
Prerequisites	<p>Applicants should have the training and experience equivalent to a Service Associate in an activity in which she or he expects to become a supervisor.</p>
Length	<p>This course is 3.5 hours in length.</p>

Scheduling The recommended class size is a minimum of four and a maximum of 20 participants. It is at the discretion of sponsoring units to offer the course to more than 20 participants. As class size increases, more than one instructor may be needed.

Instructor Requirements This course is taught by basic instructors who have supervisory experience on disaster relief operations and are familiar with current disaster regulations and procedures.

Materials

- Instructor manual: DSSSSS602IM
- Supervisor handbooks: DSSSSS601PW (Participants should bring the handbooks they received in the *Disaster Frontline Supervisor* course; a few spare handbooks should be made available for participants who forget to bring theirs.)
- PowerPoint Slide presentation
- Laptop and LCD projector
- One easel and newsprint
- Name tents
- Marking pens
- One table per team and appropriate number of chairs.
- Stopwatch or some other way to stay on track with time
- Course Record Addendum: F 6418AR
- Course certificates: Universal Cert. 653998 (one per participant)
- Participant evaluations: F 5898B (one per participant)

Note:

The instructor manuals, supervisor handbook and PowerPoint presentations for *Disaster Frontline Supervisor Simulation* and *Disaster Frontline Supervisor* are available on CrossNet. A CD that combines the materials for both courses is available for purchase from the Kinko's DocStore. Printed copies of the instructor manuals and handbook are also available from the DocStore.

Materials should be printed double-sided, black and white.

Questions or comments concerning this course or its materials should be emailed to DisasterTraining@usa.redcross.org.

Data Management To enter course information in the Learning Management System (LMS), use DSSSS602A.
To enter course code information in the Chapter Environment Resources System (CHERS), use the same code, DSSSS602A.
