

National Fire Select Test Study Guide

Whether you are on the job or in training, Fire Fighter Safety and Survival, Third Edition is a must-have resource for fire fighters, EMS providers, and other safety professionals. Focused on improving statistics for line-of-duty injuries and fatalities, this book details the 16 Fire Fighter Life Safety Initiatives supported by the National Fallen Firefighters Foundation (NFFF) and describes a fire fighter life safety program, as well as methods for implementation. Actual scenarios from the fire service put you in the center of life-threatening situations and gives you the skills and knowledge it takes to create positive outcomes from incidents and promote a safety culture in your department. The Third Edition features: Correlating directly with the 16 Fire Fighter Life Safety Initiatives supported by the National Fallen Firefighters Foundation (NFFF) and the National Fire Academy's Fire and Emergency Services Higher Education (FESHE) course objectives and outcomes for the Associate's (Core) course called Principles of Fire and Emergency Services Safety and Survival (C0281). This book delivers the know-how to help you reduce injuries and fatalities within your department. Each chapter begins with a Case Study that provides students a means to test their understanding of the chapter concepts in the context of a fictional scenario. Make a difference in your department with new and evolving ideas that give you the knowledge and tools to succeed without sacrificing cherished longstanding traditions. Understand and apply safety concepts introduced in the chapters through realistic scenarios and examples shared by the author. Broaden your horizons with real examples of safety problems and solutions from other industries where high risk, life safety, and human response all comes into play. Important new topics were added including: NFPA 3000™, Standard for an Active Shooter/ Hostile Event Response (ASHER) Program. NFFF Vulnerability Assessment Program (VAP) and USFA Risk Management Practices. Introduced new cancer prevention strategies monitoring polycyclic aromatic hydrocarbons (PAHs). Use of drones by emergency responders with new FAA requirements. Emotional support aligned with NFPA and the American Psychological Association (APA) Diagnostic and Statistical Manual of Mental Disorders (DSM-5). "Based on the National EMS Education Standards and the 2015 CPR/ECC Guidelines, the Eleventh Edition offers complete coverage of every competency statement with clarity and precision in a concise format that ensure students' comprehension and encourages critical thinking. New cognitive and didactic material is presented, along with new skills and features, to create a robust and innovative EMT training solution."--Back cover.

The fast and easy way to score your best on the Firefighter Exam In addition to physical tests of strength, agility, and coordination, firefighters must also pass a difficult written test that requires serious preparation to fare well, and many applicants fail to succeed. Firefighter Exam For Dummies gives you a complete review of the most commonly tested topics that are typical of firefighter exams given to candidates across North America, as well as tips and advice on how to pass the oral interview, psychological testing, and the Candidate Physical Ability Test (CPAT). Coverage of reading comprehension, math, principles of mechanics, tool usage and recognition, memorization and visualization, and on-the-job scenarios Study advice and test-taking tips 4 full-length practice exams with answers and detailed explanations including the National Firefighter Selection Inventory (NFSI), a battery of 105 questions that assess the job-related cognitive skills required of a firefighter, and a test based on the New York City (NYC) firefighter exam-one of the most demanding Complete with advice for conquering test anxiety, Firefighter Exam For Dummies covers everything you need to know to confidently tackle-and pass-the big exam.

Fire Investigator: Principles and Practice updates the resource previously known as User's Manual for NFPA 921, 2004 Edition. Through a clear, concise presentation, Fire Investigator assists fire investigators in conducting complex fire investigations. Written by talented professional fire investigators from the International Association of Arson Investigators (IAAI), this text covers the entire span of the 2008 Edition of NFPA 921, Guide for Fire and Explosion Investigations and addresses all of the job performance requirements in the 2009 Edition of NFPA 1033, Standard for Professional Qualifications for Fire Investigator. This text is the benchmark for conducting safe and systematic investigations. Key features include: new chapter on Marine Fire Investigations; coverage of the 2009 Edition of NFPA 1033; supported by a complete teaching and learning system. Important Notice: The digital edition of this book is missing some of the images or content found in the physical edition.

This version includes all 21 chapters of Essentials of Fire Fighting, 6th Edition and adds three chapters written and validated to meet the emergency medical and hazardous materials requirements of NFPA® 1001, 2013 Edition. Chapter 22 specifically addresses the Firefighter I and Firefighter II knowledge and skills requirements for the emergency medical care competencies identified in NFPA® 1001, 2013 Edition Chapter 4. Chapters 23 and 24 meet the First Responder Awareness and Operations Levels for Responders according to NFPA® 472: Standard for Competence of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents, 2012 Edition and OSHA 1910.120. The chapters also provide validated content to meet Section 6.6, Mission-Specific Competencies: Product Control, of NFPA® 472. The hazardous materials information is adapted from the IFSTA Hazardous Materials for First Responders, 4th Edition.

Test-preparation guide helps individuals achieve top exam scores to qualify for a career as a firefighter. Offers targeted practice on crucial verbal, math, table, memory, map reading, and logic questions, as well as advice for optimum physical and mental preparation. Includes a detailed, realistic study plan, insider's advice on the physical fitness test and the oral interview.

The National Fire Protection Association (NFPA) And The International Association Of Fire Chiefs (IAFC) Are Pleased To Bring You The Second Edition Of Fire Officer: Principles And Practice, A Modern Integrated Teaching And Learning System For The Fire Officer I And II Levels. Fire Officers Need To Know How To Make The Transition From Fire Fighter To Leader. Fire Officer: Principles And Practice, Second Edition Is Designed To Help Fire Fighters Make A Smooth Transition To Fire Officer. Covering The Entire Scope Of NFPA 1021, Standard For Fire Officer Professional Qualifications, 2009 Edition, Fire Officer Combines Current Content With Dynamic Features And Interactive Technology To Better Support Instructors And Help Prepare Future Fire Officers For Any Situation That May Arise. Safety Is Principle! The Second Edition Features A Laser-Like Focus On Fire Fighter Safety. Reducing Fire Fighter Injuries And Deaths Requires The Dedicated Efforts Of Every Fire Fighter, Fire Officer, Fire Department, And The Entire Fire Community Working Together. It Is With This Goal In Mind That We Have Integrated The 16 Firefighter Life Safety Initiatives Developed By The National Fallen Firefighters Foundation Into The Text. Likewise, In Each Of The Chapters, Actual National Fire Fighter Near-Miss Reporting System Cases Are Discussed To Drive Home Safety And The Lessons Learned From Those Incidents. Some Of The Guiding Principles Added To The New Edition Include: •Description Of The "Everybody Goes Home" And The National Fire Fighter Near-Miss Reporting System, Including Over A Dozen Company Officer Near-Miss Examples Throughout The Text. •Description Of The IAFC/IAFF Firefighter Safety And Deployment Study. •The Latest Fire Fighter Death And Injury Issues As Reported By The NFPA? National Fallen Firefighters Foundation, IAFC, And IAFF, Including Results Of A Thirty-Year Retrospective Study. •Changes In Fire-Ground Accountability And Rapid Intervention Practices. •Results Of National Institute Of Standards And Technology Research On Wind-Driven Fires, Thermal Imaging Cameras, And Fire Dynamics As Related To Fire Fighter Survival. •The Latest Developments In Crew Resource Management. The Second Edition Also Reflects The Latest Developments In: •Building A Personal Development Plan Through Education, Training, Self-Development, And Experience, Including A Description Of The Fire And Emergency Services Higher Education (FESHE) Program. •The Impact Of Blogs, Video Sharing, And Social Networks. •How To Budget For A Grant. •Changes In The National Response Framework And National Incident Management System. Additional Items Related To Fire Fighter Safety And Health Are Included.

Starting October 1, 2018, the NICET Fire Alarm System exam content for Levels I will be updated to the following references: NFPA 70 2014, NFPA 72 2016, NFPA 101 2015, IBC 2015. This study guide has been updated to the latest codes and standards:

NEC 2014 and NFPA 72 2016. Don't take the NICET Fire Alarm Systems Level I Certification Exam until you study this guide.... This study guide includes... 150 questions + DETAILED solution to the question including the method to which you arrive at the answer and the reference code (NFPA 72, NEC and OSHA standard). Each question is a multiple choice (most are 4 choices) similar to the format of the actual NICET exam. Challenging questions to get you ready for the actual exam. Solutions to questions are very easy to follow. Questions and solutions are essential for practicing for the actual NICET Fire Alarm Systems Level I exam. Includes test tips from the author: an electrical trades instructor with over 10 years of training experience. "If you are going to study something, study this guide to pass!"

The North Dakota 2020 Journeyman study guide will help you prepare for the exam by providing 12 practice open book exams and 2 Final Closed Book Exams. Includes North Dakota License Forms and Sample Applications. This book also covers most topics that are included on all Journeyman Electricians exams such as conductor sizing and protection, motors, transformers, voltage drop, over-current protection and residential and commercial load calculations. The text contains the most widely used electrical calculations and formulas the reader needs to pass the Journeyman electrical competency exam. About the Author Ray Holder has worked in the electrical industry for more than 40 years as an apprentice, journeyman, master, field engineer, estimator, business manager, contractor, inspector, and instructor. He is a graduate of Texas State University and holds a Bachelor of Science Degree in Occupational Education. A certified instructor of electrical trades, he has been awarded a lifetime teaching certificate from the Texas Education Agency in the field of Vocational Education. Mr. Holder has taught thousands of students at Austin Community College; Austin Texas Odessa College at Odessa, Texas; Technical-Vocational Institute of Albuquerque, New Mexico; Howard College at San Angelo, Texas, and in the public school systems in Fort Worth and San Antonio, Texas. He is currently Director of Education for Electrical Seminars, Inc. of San Marcos, Texas. Mr. Holder is an active member of the National Fire Protection Association, International Association of Electrical Inspectors, and the International Brotherhood of Electrical Workers.

This new revised edition of the 2002 best-selling text and training book, covers all the nuts and bolts of organizing and deploying resources, including organizational structure, fire station location planning, fiscal management, maintenance and replacement of vehicles and equipment, and personnel practices. The coverage of human resource management includes recruitment and selection, promotion, diversity, labor relations, and the impact of external mandates. The section on leadership explores best management practices, employee empowerment, and implementing change. Coverage also includes: fire prevention and life safety education, technology and information management, terrorism and disaster preparedness, intergovernmental cooperation, risk management, legal, liability, and regulatory issues, plus health and wellness. (Replace ISBN 978-0-87326-128-9)

Congratulations on passing Level 1. Now, it is time for Level 2. Similar to the Level 1 guide, the purpose of this book is to prepare those interested in taking the NICET Fire Alarm Systems Level 2 exam. This prep book includes 150 questions referencing NFPA 72 2013, NEC 2011, IBC 2012, OSHA standards, project management guides and technical/theoretical disciplines. Each question is accompanied by the solution or method in finding the answer as well as the standard or section of the code (NFPA, NEC, IBC and OSHA). Each question is a multiple choice (most are 4 choices) similar to the format of the actual NICET exam. I have made these questions tough enough to test your readiness.

Competition to join the fire service is fierce, with 40 applicants for every position, candidates are struggling to earn one of the few places available. If you want to get ahead of the crowd and realise your ambition to be a firefighter, it is vital to be prepared before entering the selection process. This updated third edition of How to Pass the UK's National Firefighter Selection Process fully complies with the national assessment structure and contains hundreds of practice psychometric test questions and answers to help you assess your skills and improve your score. Packed with reliable and practical advice to help you succeed in the tests and assessment you will face, it deals with every stage of the process including the application form, the written test, the interview, team exercises and physical tests. Now including fault diagnosis and spatial recognition tests and answers as well as practical advice on how to improve your prospects and provide evidence that you are committed to equal opportunities and diversity, How to Pass the UK's National Firefighter Selection Process is the only guide you will need to get you successfully through the application process.

At head of title: International Association of Fire Chiefs.

The Complete Fire Inspector I and II Training Solution! Fire inspectors need to know how to interpret and apply national and local codes and standards in the office and in the field. Fire Inspector: Principles and Practice is designed to prepare fire inspectors to ensure the highest standards of fire and life safety in their communities. The National Fire Protection Association (NFPA) and the International Association of Fire Chiefs (IAFC) are pleased to bring you Fire Inspector: Principles and Practice, a modern integrated teaching and learning system for the fire inspector. This textbook meets and exceeds the job performance requirements for level I and II fire inspectors from Chapters 4 and 5 of NFPA 1031, Standard for Professional Qualifications for Fire Inspector and Plan Examiner, 2009 Edition. Fire Inspector: Principles and Practice is built on a solid foundation of the basics: building construction, fire growth, and types of occupancies. This fundamental knowledge is presented in a concise, understandable writing style that is easy to digest and recall. The solid foundation of fire and building knowledge then branches out to show the fire inspector how abstract concepts and codes will be concretely applied on a daily basis. This is the text that truly prepares fire inspectors for the real world.

Guaranteed Top Scores on Your Firefighter's Exam! Want to be a firefighter? Do you know what is involved in taking the exam? Don't take a chance at failing a test you could ace--learn from the expert, Norman Hall. For more than a decade, Norman Hall's Firefighter Exam Preparation Book has been the #1 test preparation book for prospective firefighters. Back by popular demand, Norman Hall has completely updated and revised this hugely successful book for this second edition, presenting new tips and time-tested methods for attaining the highest scores. Practice your skills using features such as tips on how to pass the physical requirements, practice exams with answer keys, memory aids to help you master the recall test, tables for self-scoring, insights on what a career in firefighting entails, and a discussion of the final interview. Use Norman Hall's Firefighter Exam Preparation Book, 2nd Edition to study hard and score at the top!

This guide is designed to thoroughly prepare you for a Fire Investigator certification, promotion, or training examination. Your exam performance will improve after using this system!

Explores and brings together the existent body of knowledge on building performance analysis Building performance is an important yet surprisingly complex concept. This book presents a comprehensive and systematic overview of the subject. It

provides a working definition of building performance, and an in-depth discussion of the role building performance plays throughout the building life cycle. The book also explores the perspectives of various stakeholders, the functions of buildings, performance requirements, performance quantification (both predicted and measured), criteria for success, and the challenges of using performance analysis in practice. Building Performance Analysis starts by introducing the subject of building performance: its key terms, definitions, history, and challenges. It then develops a theoretical foundation for the subject, explores the complexity of performance assessment, and the way that performance analysis impacts on actual buildings. In doing so, it attempts to answer the following questions: What is building performance? How can building performance be measured and analyzed? How does the analysis of building performance guide the improvement of buildings? And what can the building domain learn from the way performance is handled in other disciplines? Assembles the current body of knowledge on building performance analysis in one unique resource Offers deep insights into the complexity of using building performance analysis throughout the entire building life cycle, including design, operation and management Contributes an emergent theory of building performance and its analysis Building Performance Analysis will appeal to the building science community, both from industry and academia. It specifically targets advanced students in architectural engineering, building services design, building performance simulation and similar fields who hold an interest in ensuring that buildings meet the needs of their stakeholders.

Each book covers all the necessary information a beginner needs to know about a particular topic, providing an index for easy reference and using the series' signature set of symbols to clue the reader in to key topics, categorized under such titles as Tip, Remember, Warning!, Technical Stuff and True Story. Original.

The Fourth Edition of Firefighting Strategies and Tactics meets and exceeds the course outcomes of the National Fire Academy's Fire and Emergency Services Higher Education (FESHE) course Strategy and Tactics (C0279). Firefighting Strategies and Tactics, Fourth Edition is a valuable resource for fire fighters studying for promotion or taking civil service examinations. The Fourth Edition reinforces safe and effective firefighting strategies and tactics for fire fighters and fire officers to employ during a wide spectrum of fire incidents. The chapters follow a natural progression, each chapter building on the previous foundation to provide a broad understanding of firefighting strategy and tactics. Firefighting Strategies and Tactics, Fourth Edition offers in-depth coverage of potential incident hazards, strategic goals, and tactical objectives at: One- and two-family dwellings Multiple-family dwellings Commercial buildings Places of assembly High-rise buildings Vehicle fires Wildland fires The Fourth Edition also includes: An Emphasis on Safety--Safety and professionalism are stressed throughout the chapters and are reinforced through discussions of incident effectiveness, hazard awareness, and strategic decision-making. Information for Today's Fire Service--Expanded and new discussions on geographic information system (GIS mapping), drone use for creating preincident plans, cancer risks in the fire service, gross decontamination of bunker gear after fires to reduce carcinogens, lookouts-communications-escape routes and safety zones (LCES), and deployment of rapid intervention crews at wildland fires. Engaging Case Studies--Opening each chapter, case studies highlight actual events to emphasize the importance of developing sound strategies and tactics to fight fires effectively and safely. Additional case studies close out each chapter and provide students an opportunity to test their understanding in a safe environment. Knowledge in Action--The final chapter demonstrates how the strategies and tactics throughout this resource may be applied in scenarios set at various types of occupancies. This feature offers students an opportunity to see how concepts are applied in the real world.

Fireteam Firefighter Exam Review Guide Learn how to pass the Fireteam Firefighter Exam and become a professional firefighter. The Fireteam Firefighter Exam Review Guide includes practice questions and instruction on how to tackle the specific subject areas on the Fireteam Firefighter Exam. Network4Learning has found the most up-to-date information to help you succeed in the Fireteam Exam. The Fireteam exam is used by hundreds of fire departments nationwide to select the best candidate for the job. Succeeding on this one exam can open up scores of job opportunities within professional firefighting. The New Fireteam Firefighter Exam Review Guide helps you prepare for the Exam by reviewing only the material found on the actual Exam. By cutting through anything unnecessary and avoiding generic chapters on material not tested, our Fireteam Test Prep Guide makes efficient use of your time. Our authors are experienced teachers who are constantly taking civil service exams and researching current methods in assessment. This research and experience allow us to create guides that are current and reflect the actual exam questions on the fireteam Firefighter Exam beautifully. This Fireteam Firefighter Exam Review Guide review guide includes sections on: Insider information about the Fireteam Exam An overview of the Fireteam Test How to Overcome Test Anxiety Test Preparation Strategies How to Beat Testing Anxiety Exam Subareas and Practice Questions Mechanical Reasoning Human Relations Mathematical Reasoning Fireteam Exam specific Glossary Our mission at Network4Learning is to provide the most current and useful information. We tirelessly research and write about exams- providing you with the most useful review material available for the Fireteam Firefighter Test. Best of luck and success on the 2017 Fireteam Exam!

From Book's Introduction: Today fire departments use many terms for educational fire and injury prevention programs. Programs differ in size and approach, but the goals are the same: Change the behavior of the public so that there are fewer dangerous situations, fires, and injuries. This guide uses a five-step planning process for developing and implementing successful fire and life safety public education programs. From identifying the fire and injury risks in the community, developing and implementing a program, and evaluating the results, planning is the process that ensures that the program strategies and initiatives really address the problems. This updated guide recognizes that fire prevention is now an important part of the larger goal of preventing injuries and unsafe situations. Fire departments often provide emergency medical services. Preventing injury, illness, and other unsafe situations is often part of the mission of saving lives.

This second edition of Fire Service Pump Operator has been thoroughly updated to serve as a complete training solution that addresses pump operation, safe driving techniques, tiller and aerial apparatus operation, and water supply considerations. From basic apparatus maintenance to fire pump theory and advanced hydraulic calculations, this single manual covers everything a fire service driver/operator needs to know. Fire Service Pump Operator: Pump, Aerial, Tiller, and Mobile Water Supply, Second Edition meets and exceeds the job performance requirements of Chapters 4, 5, and 10 of NFPA 1002, Fire Apparatus Driver/Operator Professional Qualifications, 2014 Edition. It also addresses all of the course outcomes from the National Fire Academy's Fire and Emergency Services Higher Education (FESHE) Associates (Core) Fire Protection Hydraulics and Water Supply course.

A respected resource for decades, the Guide for the Care and Use of Laboratory Animals has been updated by a committee of experts, taking into consideration input from the scientific and laboratory animal communities and the public at large. The Guide incorporates new scientific information on common laboratory animals, including aquatic species, and includes extensive references. It is organized around

major components of animal use: Key concepts of animal care and use. The Guide sets the framework for the humane care and use of laboratory animals. Animal care and use program. The Guide discusses the concept of a broad Program of Animal Care and Use, including roles and responsibilities of the Institutional Official, Attending Veterinarian and the Institutional Animal Care and Use Committee. Animal environment, husbandry, and management. A chapter on this topic is now divided into sections on terrestrial and aquatic animals and provides recommendations for housing and environment, husbandry, behavioral and population management, and more. Veterinary care. The Guide discusses veterinary care and the responsibilities of the Attending Veterinarian. It includes recommendations on animal procurement and transportation, preventive medicine (including animal biosecurity), and clinical care and management. The Guide addresses distress and pain recognition and relief, and issues surrounding euthanasia. Physical plant. The Guide identifies design issues, providing construction guidelines for functional areas; considerations such as drainage, vibration and noise control, and environmental monitoring; and specialized facilities for animal housing and research needs. The Guide for the Care and Use of Laboratory Animals provides a framework for the judgments required in the management of animal facilities. This updated and expanded resource of proven value will be important to scientists and researchers, veterinarians, animal care personnel, facilities managers, institutional administrators, policy makers involved in research issues, and animal welfare advocates.

This book is designed solely for the use of the fire service and is modular in form. Many departments' information needs can be met by studying only the first few chapters, while others with a more statistical bent may want to dig deeper.

The 2020 Journeyman study guide will help you prepare for the exam by providing 12 practice open book exams and 2 Final Closed Book Exams. This book also covers most topics that are included on all Journeyman Electricians exams such as conductor sizing and protection, motors, transformers, voltage drop, over-current protection and residential and commercial load calculations. The text contains the most widely used electrical calculations and formulas the reader needs to pass the Journeyman electrical competency exam. About the Author Ray Holder has worked in the electrical industry for more than 40 years as an apprentice, journeyman, master, field engineer, estimator, business manager, contractor, inspector, and instructor. He is a graduate of Texas State University and holds a Bachelor of Science Degree in Occupational Education. A certified instructor of electrical trades, he has been awarded a lifetime teaching certificate from the Texas Education Agency in the field of Vocational Education. Mr. Holder has taught thousands of students at Austin Community College; Austin Texas Odessa College at Odessa, Texas; Technical-Vocational Institute of Albuquerque, New Mexico; Howard College at San Angelo, Texas, and in the public school systems in Fort Worth and San Antonio, Texas. He is currently Director of Education for Electrical Seminars, Inc. of San Marcos, Texas. Mr. Holder is an active member of the National Fire Protection Association, International Association of Electrical Inspectors, and the International Brotherhood of Electrical Workers. About the Publisher: Brown Technical Publications Inc, is an affiliate of Brown Technical Book Shop located in Houston, Texas. Brown, now with Mr. Holder, has brought its 70 years of experience to the electrical industry.

Most fire departments give a written examination as the first part of the testing process. Since there are usually an enormous number of candidates who apply for the position, difficult written examinations are an effective way to narrow the field. There is no excuse for a firefighter candidate to fail a written exam. Those who are committed to their goal will plan and prepare for the written exam to improve their chances of success. While there are other self-help books devoted to helping aspiring firefighters, they only provide questions and answers. These books are useless if you do not understand how to work out the problems. Smoke Your Firefighter Written Exam goes beyond providing sample questions and answers. It teaches the reader the basic rules and principles behind the questions; in other words, how to solve each complex problem. Each section begins with an overview of how to solve the problem. The reasoning behind the correct answer is presented in clear, easy-to-understand language. The reader will become proficient in: mathematics (word problems, geometry, addition, subtraction, multiplication); mechanical aptitude (gears, levers, pulleys, incline planes, screws); language (reading, spelling, grammar, vocabulary); perceptual ability; spatial relations; matching parts and figures; map reading. Illustrations are used throughout the book to teach basic principles and present problems to solve.

Emergency Care and Transportation of the Sick and Injured Jones & Bartlett Publishers

Provides four practice tests and offers advice about each step of the selection process, physical test, and oral interview.

The Kansas 2020 Master study guide will help you prepare for the exam by providing 12 practice open book exams and 2 Final Closed Book Exams. Includes Kansas License Forms and Sample Applications. This book also covers most topics that are included on all Master Electricians exams such as conductor sizing and protection, motors, transformers, voltage drop, over-current protection and residential and commercial load calculations. The text contains the most widely used electrical calculations and formulas the reader needs to pass the Master electrical competency exam. About the Author Ray Holder has worked in the electrical industry for more than 40 years as an apprentice, journeyman, master, field engineer, estimator, business manager, contractor, inspector, and instructor. He is a graduate of Texas State University and holds a Bachelor of Science Degree in Occupational Education. A certified instructor of electrical trades, he has been awarded a lifetime teaching certificate from the Texas Education Agency in the field of Vocational Education. Mr. Holder has taught thousands of students at Austin Community College; Austin Texas Odessa College at Odessa, Texas; Technical-Vocational Institute of Albuquerque, New Mexico; Howard College at San Angelo, Texas, and in the public school systems in Fort Worth and San Antonio, Texas. He is currently Director of Education for Electrical Seminars, Inc. of San Marcos, Texas. Mr. Holder is an active member of the National Fire Protection Association, International Association of Electrical Inspectors, and the International Brotherhood of Electrical Workers.

When an organization moves away from a generations-long tradition of being all-male toward a future that includes men and women equally, a significant change takes place. Change can be upsetting and threatening to those who are used to, and invested in, the way things "have always been." Fire may know no gender, but people do, and the fire chief of the 1990's spends more time managing people than controlling fire. Increasing numbers of women are becoming firefighters and fire officers, entering and advancing in a field that is still heavily male by both population and tradition. Fire service leaders who are not prepared to manage these workforce changes may find their workforce is managing them instead.

From the creator of the popular website Ask a Manager and New York's work-advice columnist comes a witty, practical guide to 200 difficult professional conversations—featuring all-new advice! There's a reason Alison Green has been called "the Dear Abby of the work world." Ten years as a workplace-advice columnist have taught her that people avoid awkward conversations in the office because they simply don't know what to say. Thankfully, Green does—and in this incredibly helpful book, she tackles the tough discussions you may need to have during your career. You'll learn what to say when • coworkers push their work on you—then take credit for it • you accidentally trash-talk someone in an email then hit "reply all" • you're being micromanaged—or not being managed at all • you catch a colleague in a lie • your boss seems unhappy with your work • your cubemate's loud speakerphone is making you homicidal • you got drunk at the holiday party Praise for Ask a Manager "A must-read for anyone who works . . . [Alison Green's] advice boils down to the idea that you should be professional (even when others are not) and that communicating in a straightforward manner with candor and kindness will get you far, no matter where you work."—Booklist (starred review) "The author's friendly, warm, no-nonsense writing is a pleasure to read, and her advice can be widely applied to relationships in all areas of readers' lives. Ideal for anyone new to the job market or new to management, or anyone hoping to improve their work experience."—Library Journal (starred review) "I am a huge fan of Alison Green's Ask a Manager column. This book is even better. It teaches us how to deal with many of the most vexing big and little problems in our workplaces—and to do so with grace,

confidence, and a sense of humor.”—Robert Sutton, Stanford professor and author of *The No Asshole Rule* and *The Asshole Survival Guide*
“Ask a Manager is the ultimate playbook for navigating the traditional workforce in a diplomatic but firm way.”—Erin Lowry, author of *Broke Millennial: Stop Scraping By and Get Your Financial Life Together*

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