

To whom it may Concern,

I would like to take this opportunity to share with you my observations of the need for leadership training in any organization especially high risk, high stress environments and specifically my personal experience with the instructors at ETS. I have worked in emergency services over the past 34 years, I am currently serving as a Battalion Chief, and this program is some of the best training I have been involved with during my career.

I attended a conference where an organization presented their vision of leadership. They talked about situational awareness, crew error resilience, situational leadership, command presence, decision making model, and rapid team building. These qualities that we hope all our leaders have and really don't do much to teach them. I then observed some of this training and found that not only did they teach some incredible ideas, but gave you tools to use it in real life, and had you practice these tools in class through a variety of exercises

My organization has adopted this program and every phase of this training has been a huge success. On course evaluation sheets with ratings 1-5 as 5 being the best training you have ever had, all classes consistently rated 4 and mostly 5's and 5+. Anecdotally we believe that this training has made a huge impact on our District's culture and the way we do business.

Specifically, Hugh Carson and his associates have been some of the primary instructors in most of the classes that this organization has hosted. They have always been able to adapt to any situation or class demographic that we have had attending. We have embraced this training as an All-Risk, Multi-discipline approach with a variety of participants and there has never been one student that I know of that has not walked away with out more tools in his or her tool box to better deal with the challenges that lay ahead in their career.

In conclusion, I believe that while Emergency Services train well on a lot of manipulative and administrative skills, we have not done a good job of teaching our leaders to be leaders and I am not sure what is more important than doing just that. Moreover, I whole heartedly recommend, without reservation, Hugh Carson, John Lee, and their associates as being a part of the overall leadership development of your organization.

You or members of your department can contact me at anytime at the numbers below if you would like to discuss this further

Sincerely,

Michael Brown  
Battalion Chief, San Ramon Valley Fire Protection District  
925-838-6608 cell 925-207-5609