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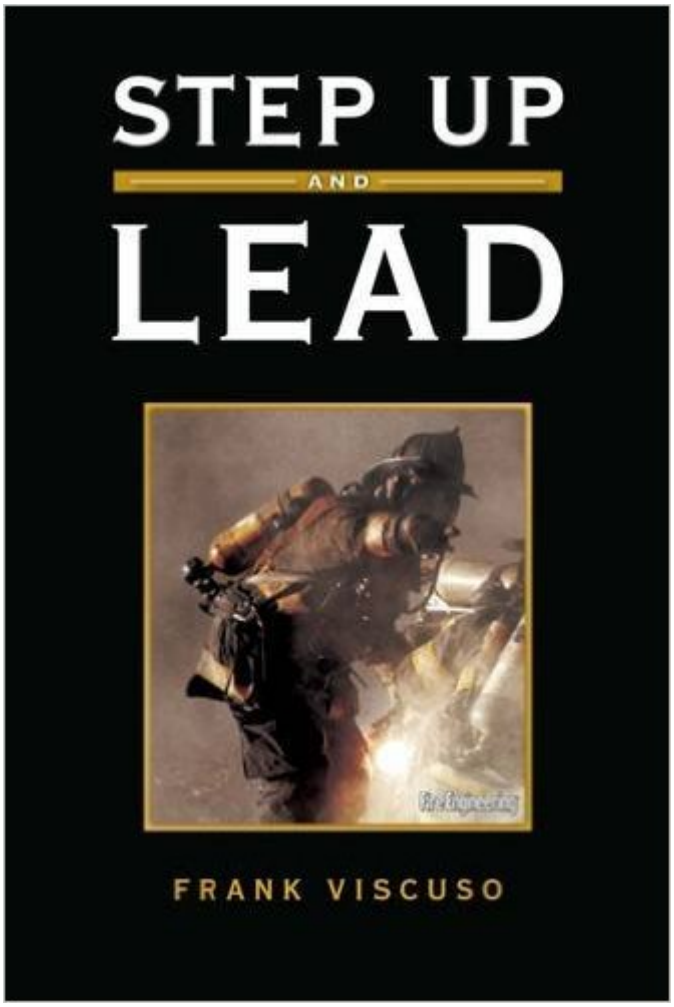
Step Up And Lead



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Synopsis

In his new book Step Up and Lead, Frank Viscuso--author, speaker, and career deputy chief--shares the secrets of effective fire service leadership, introduces the traits and skills essential for successful fire service leaders, and discusses the importance of customer service. Designed to help you reach the top of your profession, this new book is considered must-read material for anyone who is ready to step up and lead!Contents: Foreword by Vincent Dunn; Acknowledgments; A leader of one; Leadership traits; Leadership skills; Customer service; Call to action; Index.Features and Benefits:Utilise the talents, skills & abilities of othersEffectively delegate tasksDeal with subordinate problemsCritique othersPrevent freelancingCreate a mentorship programmeImprove workplace moraleProvide praise and recognitionConduct effective meetingsTackle administrative tasksCreate programmesCommunicate and presentLead on the firegroundSet and achieve goalsProvide exceptional customer serviceMake high pressure decisionsGain a competitive advantage with promotions

Book Information

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Customer Reviews

I got quite a bit out of this book and would recommend it to any firefighter, whether or not they are in a command role. While much of what Chief Viscuso offers is most relevant to people in leadership roles, I feel it would be of value to almost any member of the fire service. Indeed, probably any person would benefit from reading this book, as many of the lessons are equally as applicable to everyday interactions and business dealings as they are to fire service leadership.The book is a

very fast, easy read. I don’t know that it will be up for any literary prizes, but I found the writing of this text to be clear, direct, and reasonably organized. I felt that the text could have been more concise in places, but the repetition does serve to make the key points very easy to comprehend. The perspective is definitely from the career side of the fire service, but I found that the vast majority of it was applicable to my experience as a volunteer officer.Overall, I am glad I read this book and recommend it. It did not demand a tremendous investment of my time or coin, and it contained some valuable lessons that are already serving me well. I passed it on to another officer in my department as soon as I completed it, and I will be very pleased to see it make the rounds in my agency.

This book is a must read for all officers and aspiring officers. It’s different since it goes over all the things to make you a great leader. Highly recommended and if you get the chance, go one of Chief Viscuso’s seminars which was excellent.

If this book in not required reading for your promotional exam, I would skip it. There is nothing unique or exciting about this particular book other than primarily common sense. In my opinion, the author saw an opportunity to write a book and regurgitate information that is already out there. This book does not fill a void specific to the fire service, nor does it adequately connect with the reader and hold your attention.The writing style is not polished and lacking more detailed examples of leadership traits other than his close personal connections. If your looking for a quality leadership book, try John C. Maxwell’s "21 Irrefutable Laws of Leadership"

This was one of the first books I picked up to start my own leadership development for myself. A lot of departments lack leadership development. I consider this book a catalyst to where I am now. Our Training division reached out to me for book recommendations for a company officer promotional exam. This book was my #1 pick and it was on the test.Why listen to me? I am now an Engine Company Officer at my departments busiest station (5000 runs). We train everyday. We develop each other everyday. We have fun everyday. We are a family. I have multiple requests to come work with my crew.All it took was courage. Courage to do things differently and not care about criticism. Everything in this book works, you just need to courage to apply it.

Read pride and ownership, which was a spinoff of Brunacini’s customer service book. Viscuso read both of those and wrote his own version. It’s an easy read, will say the last chapter, to me, had the

most merit.

Chief viscoso did an excellent Job ! , didn't found such a good source of personal practical tips! , must read books for fire officers and especially the ones how wants to be true leaders and not just firefighters with ranks - and that's A LOT DIFFRENT!

This book is an amazing book I recommend all inspiring officers and current officers to invest this time book! I also was able to attend a seminar by Frank Viscuso and it was great! Highly recommend!!

This book is great! It is simplistic and wrote from a common sense standpoint which everyone can understand! Must read for anyone wanting to be an exceptional leader!

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