



Fire Department

William Wentlandt
Chief
Mark A. Sain
Assistant Chief

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Contact: Lieutenant Brian O'Connor
PUBLIC INFORMATION OFFICER
414-286-8968 (OFFICE)
414-397-8591 (CELL)
brian.oconnor@milfire.com

MEDIA ADVISORY

FEDERAL MEDIATION AND CONCILIATION GRANT AWARDED TO MILWAUKEE FIRE DEPARTMENT

The Milwaukee Fire Department (MFD) and Marquette University have teamed up to enhance the mediation program currently used by the MFD. The funding for this program will be grant monies from the Federal Mediation and Conciliation Service totaling \$132,000. The goal of this program is to:

“Change organizational culture, improve organizational communication and provide tangible service that benefits not only those directly involved in the dispute but also those around them who are impacted by unresolved conflict.”

Expected outcomes include enhancing the skills of Milwaukee Fire Department employees to provide more effective and efficient services to our customers, the citizens of the City of Milwaukee, and to improve the working relationships between management and labor.

These outcomes will be achieved by:

- Ø Designing and developing a training component for in-house trainers and all employees that will emphasize cultural competence and knowledge of dispute resolution systems.
- Ø Incorporating research methodology such as surveys and data collection into the project to show measurable results.
- Ø Creating training manuals and other materials for ongoing training and use within the department on these topics.

The Milwaukee Fire Department is honored to be a leader in the fire service with this innovative concept, in support of continued exceptional service to our community.

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