



# VOLUSIA SHERIFF'S OFFICE TRAINING ACADEMY

## Responding Effectively to Complex Incidents MGT-308

16 Hours

April 15 – 16, 2025 | 8am – 5pm | Tuesday & Wednesday

### For the following:

Law Enforcement, Fire Service, Emergency Medical Services, 911 Dispatchers, Emergency Management, Public Health, Public Works

### EVENT LOCATION:

Volusia Sheriff's Office  
Training Academy  
3901 Tiger Bay Rd.  
Daytona Beach, FL 32124

### DATES:

8 AM – 5 PM | Tues & Wed  
April 15 – 16, 2025

**COST: FREE**

### ATTENDANCE REQUIREMENTS:

Operators must attend full  
16 hours of Training.

### **EVENT:**

An Incident Commander's (IC) mission is to ensure that incidents are managed as effectively and safely as possible. Complex incidents are particularly challenging to manage because they often evolve rapidly, involve significant hazards, and/or require innovative solutions. Complex incidents require a response from multiple jurisdictions/agencies, each of which may have a unique perspective when arriving on-scene. To effectively manage these incidents, the diverse response partners must act collaboratively, and this requires ICs to rapidly bring their differing response priorities, objectives, and strategies into alignment. This course discusses how to overcome the unique challenges that complex incidents present. Topics include the need to rapidly recognize the incident's magnitude and cooperate with other commanders, strategies for promoting interdisciplinary collaboration before an incident occurs, strategies for deconflicting competing priorities, how and when to establish a unified command, and how and when to transfer command.

**OPERATORS SHOULD BRING:** Note taking materials.

### **TOPICS TO BE COVERED INCLUDE:**

- Overview of Complex incidents and Initial Response Priorities
- Overview of the Multidisciplinary Response
- Establishing Unified Command
- Transfer of Command and/or the Initial Unified Command Meeting

**LEAD INSTRUCTOR:** TBA

### **CLICK LINK TO REGISTER:**

<https://my.teex.org/TeexPortal/Default.aspx?MO=mCourseCatalog&D=FP&C=MGT308&S=4>

## QUESTIONS

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[JCort@volusiaSheriff.gov](mailto:JCort@volusiaSheriff.gov)

# Responding Effectively to Complex Incidents

## MGT. 308

DHS/FEMA-funded course



# Responding Effectively to Complex Incidents

## MGT-308

An Incident Commander's (IC) mission is to ensure that incidents are managed as effectively and safely as possible. Complex incidents are particularly challenging to manage because they often evolve rapidly, involve significant hazards, and/or require innovative solutions. Complex incidents require a response from multiple jurisdictions/agencies, each of which may have a unique perspective when arriving on-scene. To effectively manage these incidents, the diverse response partners must act collaboratively, and this requires ICs to rapidly bring their differing response priorities, objectives, and strategies into alignment. This course discusses how to overcome the unique challenges that complex incidents present. Topics include the need to rapidly recognize the incident's magnitude and cooperate with other commanders, strategies for promoting interdisciplinary collaboration before an incident occurs, strategies for deconflicting competing priorities, how and when to establish a unified command, and how and when to transfer command.

### Topics

- Overview of Complex incidents and Initial Response Priorities
- Overview of the Multidisciplinary Response
- Establishing Unified Command
- Transfer of Command and/or the Initial Unified Command Meeting

### Recommended Training

- ICS 100 (IS-100.C)
- ICS-200 (IS-200.C)
- ICS 300 (E/L/G 0300)
- IS-700.B
- IS-800.D

### Participants

- Law Enforcement
- Fire Service
- Emergency Medical Services
- 911 Dispatchers
- Emergency Management
- Public Health
- Public Works

### Course Length

Two Days (16 hours)

### Venue

Jurisdiction

### Prerequisites

None

### Class Size

26-40 Participants

For more information, contact:

**TEXAS A&M ENGINEERING EXTENSION SERVICE**

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[TEEX.org/nerrtc](http://TEEX.org/nerrtc)

