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Ambulance Service Manager (ASM) Program

The Ambulance Service Manager program provides a broad foundational curriculum that matches cutting-edge theory with real-life practical applications. A diverse faculty of experts in the art and science of EMS leadership as well as current leaders of successful systems work with participants to explore their individual skills, gaps and commitments necessary to be an effective leader in today's EMS services. Along the way, attendees form lifelong friendships and establish professional networks.



The Curriculum

The Ambulance Service Manager program is a certification course designed to immerse participants in an engaging learning environment. The course begins with students completing coursework and participating in discussions online in preparation for the in-person sessions. The attendees come together for six days of in-person, experiential learning, followed by several weeks of continued online discussions and group project work before the program culminates in another six-day in-person session.

Case studies are used frequently throughout the course, providing real-world applications of the theories and allowing participants to work together to make decisions faced by EMS managers every day.

Topics covered during the course include:

- The foundations of EMS systems
- How work styles differ and how to take advantage of that diversity
- Appreciative Inquiry and how to apply it to organizational development
- EMS economics, finance and budgeting
- Communications techniques and key considerations for effective writing
- Project management and change leadership
- Government relations
- EMS system design and deployment
- And much, much more.

The Faculty

Participants in the Ambulance Service Manager program are led by Fitch & Associates team members Jay Fitch, PhD, Anthony Minge, EdD, David E. Nelson, DMin, Hannah Fitch and Jennifer Kirkland. Additional faculty with extensive experience supplement the course and ensure that participants learn the critical issues faced by today's EMS leaders.

Graduates receive a certificate suitable for framing and are recognized at and receive a tuition discount at the Pinnacle Leadership Conference.

Questions?

Contact Sharon Conroy (sconroy@fitchassoc.com) with Fitch & Associates at 816-431-2600.

ASM SPRING 2022

Online: Jan. 10

Onsite: Feb. 6-11 & Apr. 3-8

Oklahoma City, OK

Register Now! (<https://cvent.me/N9veAR>)

If you prefer to complete and return a hard copy registration form, download it here (https://fitchassoc.com/wp-content/uploads/2021/10/ASM_Spring_2022_Reg-Form.pdf).