



**Virginia Office of EMS**

**EMS Officer I Program**

**Homework Assignment – Module 3 - Chapter 12 – Handling Problems, Conflicts and Mistakes**

1. When addressing a problem, you will use a variety of decision making skills which will be guided by a number factors. List them:
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
  
2. A \_\_\_\_\_ will often result when a patient, family member or even a bystander has observed an incident which has aggravated them to the point where their grief, anger or resentment has pushed them to the point where they will \_\_\_\_\_ a \_\_\_\_\_ against the agency member or the agency at large.
  
3. Once the investigation is completed, the EMS officer will present the final report to their supervisor who can take one of four possible actions. Please list these actions:
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
  
4. List some examples of what a civilian complaint might be about.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_



5. The key factor in a brainstorming process is that the participants feel the process is \_\_\_\_\_ and their efforts will be validated.
  
6. One factor that distinguishes an EMS officer from a provider is the responsibility to act as an agent of the formal agency. You are the \_\_\_\_\_ level representative of the EMS chief when dealing with subordinates and enforcing policies and procedures
  
7. The four components of the conflict resolution model are:
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
  
8. Once a decision is made about the issue, it is important to let the complainant know the outcome. This is certainly okay if the situation does not involve a personnel matter. If the issue deals with a policy or procedure, then the complainant should know that their bringing this issue to light is \_\_\_\_\_ by the organization so that improvements can be made.