

National Park Service – Fire Leader Videos



True Story – Diffusing a Private Citizen’s Anger – See how Christie Neill, while serving as Division Supervisor on a complex fire incident, dealt with a local rancher who got in her face—and what she learned from this invaluable experience. [5 minutes.]



The Art of Good Conversation – Learn insights from the late Len Dems on how keen communication skills can be crucial for successful problem solving. [8 minutes.]

[Posted 2/3/12]