

# **Leading From Day One**

**A Chief Officer's Roadmap for Culture,  
Communication, and Organizational Transformation**

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# WHY THE FIRST YEAR MATTERS

**The first year carries more weight than we realize**



**Early actions create long lasting impressions**



**People are watching everything**



**This is when people decide what kind of leader you are**

# **UNDERSTANDING THE ORGANIZATION**



# THE CULTURE YOU INHERIT

**Written vs.  
unwritten  
rules**

**Formal  
authority vs.  
real influence**

**Listening  
before  
leading**

# **BUILDING CREDIBILITY**

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**Visibility matters- Get out of your office**

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**People trust patterns, not promises**

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**Credibility comes from consistency, not title**

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**Small wins count**

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# **LEADING THROUGH COMMUNICATION**



# **ENGAGING OFFICERS**

**Clear expectations**

**Structured  
conversations**

**Upward  
communication**

# COMMUNICATION



**EXPLAIN THE WHY**



**SHARE THE  
PROCESS**



**REDUCE  
UNCERTAINTY**



# **COMMUNICATION ERRORS**

- **IF YOU DON'T COMMUNICATE,  
SOMEONE ELSE WILL**
- **SILENCE CREATES RUMORS**

# **CASE STUDIES FROM THE FIRST YEAR**





# CASE STUDY 1: MOVING TOO FAST



**I pushed for changes too fast early on**



**Not bad ideas-just not enough understanding or buy-in**



**It created resistance to the pace of change**



**You have to move at the speed of trust (understanding)**

# CASE STUDY #2



**Lack of communications  
with Captains**



**Meetings created space for  
dialogue**

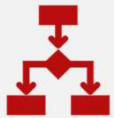


**Alignment, trust and clarity  
improved across the shifts**

# **SUSTAINING LEADERSHIP**



# **BUILDING SUSTAINABLE CHANGE**

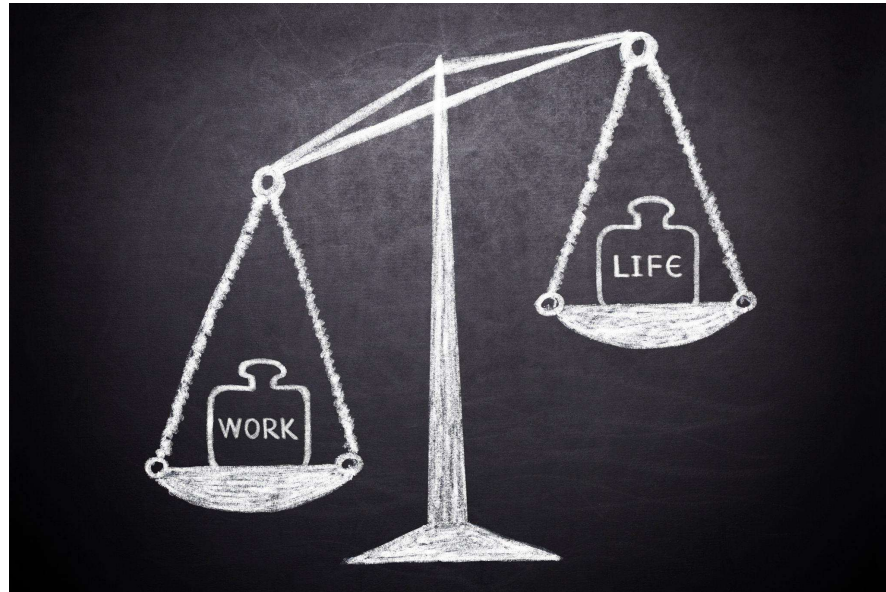


**Change happens through behavior, not policy**



**If behavior doesn't change, culture hasn't changed**

# **WORK LIFE BALANCE**



- **LEADERSHIP DEMANDS ARE CONSTANT**
- **YOU CAN'T LEAD EFFECTIVELY IF YOU'RE BURNED OUT**
- **BALANCE REQUIRES INTERNAL DISCIPLINE**
- **SUSTAINING LEADERSHIP REQUIRES SUSTAINING YOURSELF**

# FIRST 90-DAY FRAMEWORK



**Listen**



**Build relationships**



**Set expectations**



**Communicate consistently**

# **FINAL THOUGHTS**

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**Influence matters more  
than authority**

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**Culture is built daily**

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**Leadership is how  
people experience you**

# QUESTIONS & DISCUSSION



**Thank you**



**Let's talk  
leadership**