

Instructor Guide

Lesson 1: Welcome

Purpose: To provide Behavior Detection Officers (BDO) with refresher training for Screening of Passengers by Observation Techniques (SPOT) information to improve the quality of their daily work

Participants: Maximum recommended class size of 24 with an instructor to participant ratio of 1:12

Lesson Time: 30 minutes

Instructor Materials	Participant Materials
• Instructor Guide (IG) • Laptop • Projector, Screen • Chart, Easel • Markers	• <i>Course Warm-up Activity Sheet</i> • Pen or Pencil • Chart, Easel for each table group • Markers • Sticky Notes • Name Tents

Icon	Description
	Activity identifies where activities take place during the delivery.
	Chart identifies where the instructor should use already created charts or where discussion points should be captured on a chart.
	Question Mark identifies where the instructor should ask questions.

Slide 1: Welcome

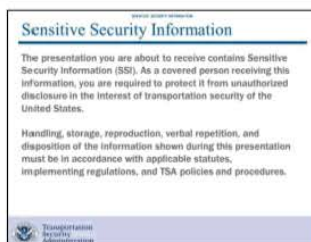


Welcome to the SPOT Refresher Training. This will be a very full couple of days.

Teaching Point: Prior to the start of class, distribute training materials, name tents, markers, pens or pencils, and sticky notes (to be used in the Icebreaker Activity).

Greet participants as they arrive and request that they sign-in. Ask participants to find a seat and write their first names and airport codes on a name tent.

Slide 2: SSI Statement



"The presentation you are about to receive contains Sensitive Security Information (SSI). As a covered person receiving this information, you are required to protect it from unauthorized disclosure in the interest of transportation security of the United States."

Handling, storage, reproduction, verbal repetition, and disposition of the information shown during this presentation must be in accordance with applicable statutes, implementing regulations, and TSA policies and procedures."

Teaching Point: the statement on this slide may be read aloud to the class or you may direct participants to read it to themselves.

Slide 3: Activity: Course Warm-up**Activity: Course Warm-up**

Purpose: To evaluate the effectiveness of the training

Duration: 10 minutes

Materials: *Course Warm-up Activity Sheet*

Instructions:

1. Distribute the *Course Warm-up Activity Sheet*. Inform participants they have 10 minutes to complete it.
2. After 10 minutes, ask participants to put their first name on the activity sheet, and collect it.
3. One instructor should score the activity sheets as soon as possible, while another reviews the course goal on the next slide.
4. The participants' activity scores will not be recorded or associated with an individual BDO.
5. Return the corrected activity sheet to participants by the start of day two so that they may use them for self-reflection.

Teaching Point: Distribute the *Course Warm-up Activity Sheet* to the participants. Some participants may be concerned about responding to the activity because they may feel their answers will reflect poorly on them. To allay fears, say:

"Before beginning the course, please take a few moments to complete this activity. Do not be alarmed if you don't know the answers to the questions now. This activity is to have you start thinking about the behavior cues and observation factors and how they are classified in the SPOT program."

Instructor Note: When there is time, have one instructor grade the activity. If possible, track the commonly missed behaviors and discuss these with the class.

Course Warm-up Activity Answer Key

See Course Warm-up Activity Sheet for directions.

(b)(3):49 U.S.C. § 114(r)

Behavior Indicator**Type**

(b)(3):49 U.S.C. § 114(r)

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Version 2.0

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(b)(3):49 U.S.C. § 114(r)

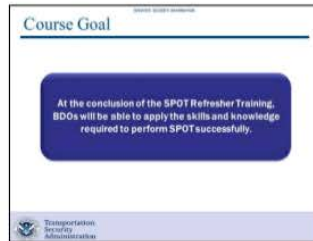
Behavior Indicator

Type

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Slide 4: Course Goal

The purpose of this course is to provide refresher training with the expectation that everyone will be refreshed, energized, and ready to put all of the SPOT concepts to work.

Teaching Point: Reassure participants that we know this is not new for them. This is the first of an agency-wide initiative to get back to the basics. We will focus on basic fundamentals and concepts required to be successful.

Teaching Point: Prior to the start of class, write "Parking Lot" at the top of a piece of chart paper and post it on a wall in the classroom. Explain to participants that questions that cannot be answered now or topics for discussion later can be written down in the Parking Lot. Remember, instructors do not have to know all of the answers. It is permissible to ask participants for opinions.

One approach is to say, *"That's a great question. I do not have an answer right now, but I will find out."* or *"Does anyone have any insight into this question?"*

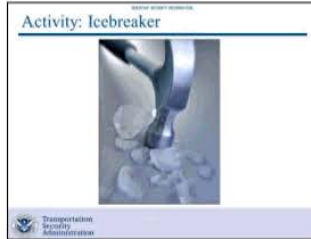
Inform participants that they may write questions on sticky notes and post them in the Parking Lot for resolution.

During a break or at the end of the day, talk to someone who knows the answer or research it yourself. Provide the answer when class starts again.

Remember to follow up and answer all Parking Lot questions by the end of the course.

Transition: *"Let's begin with introductions and a quick icebreaker activity."*

Slide 5: Activity: Icebreaker



Teaching Point: This exercise can be used throughout the training as lesson reviews by having participants choose one of the questions that pertain to the lesson being discussed and answer the question.

Or, at the end of the Refresher Training, take each sticky note, read it aloud to the group, and have the participants answer all of the questions as review. For those questions that cannot be answered, begin a group discussion if feasible.



Activity: Icebreaker

Purpose: To introduce members of the class to one another and to identify questions participants would like answers to by the end of the class

Duration: 25 minutes

Materials: Chart, sticky notes

Instructions:

1. Instruct participants to write one question on a sticky note that they want answered in relation to SPOT or their job duties as a BDO.
2. Introduce yourself, how long you have been a BDO, and one interesting fact about yourself that others in here may not know. Then, read your question and post it on the Parking Lot chart.

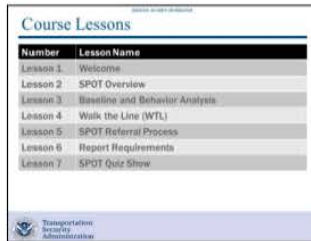


Chart: Parking Lot

3. Ask participants to stand up and introduce themselves and note their questions.
4. Post all questions on one sheet of the chart.

We will answer these questions throughout the SPOT Refresher Training. The goal is to answer all questions by the end of the course.

Transition: *"Great questions, everyone. We will cover all related content and answer your questions by the end of this course. Now, let's go over what we will be covering during this Refresher Training."*

Slide 6: Course Lessons


Number	Lesson Name
Lesson 1	Welcome
Lesson 2	SPOT Overview
Lesson 3	Baseline and Behavior Analysis
Lesson 4	Walk the Line (WTL)
Lesson 5	SPOT Referral Process
Lesson 6	Report Requirements
Lesson 7	SPOT Quiz Show

Teaching Point: Quickly go through the course outline.

Teaching Point: Reassure participants that we know this information is not new for them. This course is the first of an agency-wide initiative to return to the basics. We will focus on the basic fundamentals and concepts that are required for BDOs to be successful.

There are six lessons in this course. They are:

Lesson Name	Lesson Content
Lesson 1: Welcome	- Course goal - Introductions
Lesson 2: SPOT Overview	- SPOT definition - SPOT purpose - General overview of the entire SPOT process
Lesson 3: Baseline and Behavior Analysis	- Environmental baseline - Follow-up actions during behavior analysis
Lesson 4: Walk the Line (WTL)	- Purpose of WTL - Demonstration of WTL
Lesson 5: SPOT Referral Process	- Referral Process and Casual Conversation - Resolution of a SPOT Screening Referral
Lesson 6: Report Requirements	- Incident Reports - Playbook and Visible Intermodal Prevention and Response (VIPR)
Lesson 7: SPOT Quiz Show	Review and demonstrate SPOT Refresher topics



Ask: Are there any questions so far relating to the Refresher Training structure?

Answer: Answers will vary.

Slide 7: Course Logistics

Teaching Point: Prior to the start of class, speak to the Point of Contact (POC) at the training facility to discuss access and escort requirements, restrooms, emergency exits, food and drink policies, locations of break rooms, vending machines, and food outlets. There may be different access and escort requirements for guest BDOs than for BDOs who work at the host airport. Work with the other instructors and the POC in advance to determine strategies to handle potential issues. For example, how will breaks be handled if escorts are required for guest BDOs if they wish to smoke or visit the restroom?

Teaching Point: Instructors should provide important phone numbers at this time, including:

- Training site main number
- Instructor number for emergencies
- Any other pertinent contact information

If participants have additional questions for the SPOT Program Office they can contact spot.training@dhs.gov

Teaching Point: To start the Classroom Rules discussion, the instructor could provide an example such as, *"Can we agree to use respectful language?"*

Listed are topics to consider concerning the learning environment:

- **Access and escort requirements:** Inform participants of any access and or escort requirements for the training facility.
- **Cell phones:** Inform participants that cell phones, pagers, and any personal entertainment devices may not be used in the classroom.
- **Restrooms and emergency exits:** Point out the location of the restrooms and emergency exits.
- **Smoking policy:** Inform participants of the smoking policy.
- **Food and beverages:** Inform participants of the policy regarding food and beverages in the training room(s). Inform participants of the location of break rooms, vending machines, and food outlets.
- **SSI policy:** Inform participants that the course materials are SSI and may not be removed from the classroom at any time during the course of the training. Participants are encouraged to review the material during instructor-designated study-hall times, if provided.
- **Promptness:** Participants are expected to arrive to class and return from breaks on time.
- **Participation:** All participants are BDOs in this course, and all are expected to be active during discussions, reviews, and activities.
- **Respect:** In this class we will not play the "blame game." There will be no finger pointing or other forms of negative attribution or rationalization.

**Chart: Classroom Rules**

Ask participants to provide their own expectations for behavior or rules of conduct during the class. Instructors should document participants' "Classroom Rules" on a chart and post it on the wall for reference for the duration of the course.

Slide 8: What To Expect



Teaching Point: Ensure that participants understand that this course requires their active participation.

This course will be conducted a little differently than what you may have come to expect from refresher training. This class will not be lecture driven; instead it is comprised of facilitated discussions and group activities.

In this course, your active participation is not only requested, it is required for the success of the class. This means that you, the participants, will:

- Answer questions posed by facilitators and other participants
- Engage fully in facilitated discussions
- Provide the best practices to your peers as the course progresses

Although it is always important to treat your fellow participants with respect and allow others to be heard during discussions, you may not always need to raise your hand to speak during a discussion. Your facilitator will advise you on classroom etiquette.

Slide 9: Questions



Teaching Point: Remember, if instructors do not know the answer to a question at this time add it to the Parking Lot. Instructors may wish to hold some questions when the answers will be covered in a later lesson. Be sure to remove questions from the Parking Lot when they are answered.



Ask: What questions do you have before we move to the next lesson?

Answer: Provide participants with the appropriate answers. Make use of the Parking Lot if unable to answer a question.