

BEHAVIOR DETECTION & ANALYSIS BI-WEEKLY SHIFT BRIEF - JULY 09, 2014

SECTION A: PROGRAM OFFICE TALKING POINTS



Leadership and Influence – How it Relates to our Role in the Airport.

Leadership is not a trait reserved for only those in supervisory or managerial positions. Leaders can be found at every level in an organization. A significant part of being a leader is not only understanding your roles and responsibilities but also understanding how your role impacts the “big picture”. BDOs routinely conduct their job duties while fostering an understanding of other job functions in the airport. Namely, checkpoint operations, playbook operations, breach procedures, etc. Nationwide, our officers take ownership of their job function with confidence while accomplishing the mission without hesitation. Not only knowing your own strengths and areas of improvement but that of those of whom you work with will help create a more effective work environment. Knowing your power of influence, which will assist with the ability to enlist the aid and support of others to accomplish a common task, is also another important aspect of being an effective leader.

Take a moment to conduct a self-reflection and recognize your own style of leadership and influence at your airport.

Traits of Leadership and Influence -

- ✓ **Decisiveness** – All leaders must make tough decisions. It goes with the job. They understand that in certain situations, difficult and timely decisions must be made in the best interests of the entire organization – decisions that require a firmness and finality that will not please everyone. Extraordinary leaders do not hesitate in such situations. They also know when not to act unilaterally but instead foster collaborative decision-making.
- ✓ **Empathy** – Extraordinary leaders praise in public and address problems in private. The best leaders guide employees through challenges, always on the lookout for solutions to foster the long-term success. Leaders look for constructive solutions and focus on moving forward.

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- ✓ **Accountability** – Extraordinary leaders take responsibility for everyone's performance, including their own. They follow up on all outstanding issues, check in on employees, and monitor the effectiveness of policies and procedures. When things are going well, they praise. When problems arise, they identify them quickly, seek solutions, and get things back on track.
- ✓ **Confidence** – Not only are the best leaders confident, but their confidence is contagious. When challenged, they do not give in too easily, because they know their ideas, opinions and strategies are well-informed and the result of much hard work. When proven wrong, leaders take responsibility and quickly act to improve the situations within their authority.
- ✓ **Optimism** – The very best leaders are a source of positive energy. They communicate easily. They are intrinsically helpful and genuinely concerned for other people's welfare. They always seem to have a solution and always know what to say to inspire and reassure. They look for ways to gain consensus and get people to work together efficiently and effectively as a team.
- ✓ **Honesty** – Strong leaders treat people how they want to be treated. They are extremely ethical and believe that honesty, effort, and reliability form the foundation of success.
- ✓ **Focus** – Extraordinary leaders plan ahead and they are supremely organized. They think through multiple scenarios and the possible impacts of their decisions while considering viable alternatives and making plans and strategies--all targeted toward success.
- ✓ **Inspiration** – Put it all together and what emerges is a picture of the truly inspiring leader: someone who communicates clearly, concisely, and often, and by doing so motivates everyone to give their best all the time. They challenge their people by setting high but attainable standards and expectations, and then giving them the support, tools, training, and latitude to pursue those goals and become the best employees they can possibly be.

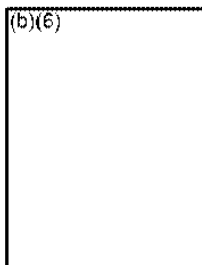
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SECTION B: HIGHLIGHTS/SPOTLIGHT

BDO Managers: Please take the time to acknowledge the name of each Behavior Detection Officer, the airport of record, and their exceptional work by sharing highlights and best practices with your workforce. Should you have information you would like to place into this section please send an email to: BDA.Training@tsa.dhs.gov

MSP's BDO of the Year



It takes a certain skillset to become a BDO. In addition, it takes an added skillset to become a mentor to fellow BDOs. (b)(6) was selected as the Minneapolis-St. Paul (MSP) Behavior Detection Officer of the Year for 2013. He was humble and almost reluctant to accept this award, but was a deserving recipient. (b)(6) provided some insight of his experiences before TSA, his career with TSA and his insights about the BDO program.

Prior to working at TSA, (b)(6) served three years as a soldier in the US Army as part of the 3rd Armored Cavalry Regiment at Ft Carson, Colorado and served four years with New Orleans Sheriff Department as a Deputy working during Hurricane Katrina in 2005. Some past experiences that helped (b)(6) in his current job a BDO are attention to detail, interacting with the other state and federal agencies, and encountering people from multiple walks of life. He believes the ability to maintain situational awareness, resourcefulness, being open-minded, and having excellent communication skills are attributes that make an exceptional BDO.

(b)(6) believes the best part of being a BDO is the contribution to the safety of the traveling public. His job as a BDO is just as important as his previous occupations as a soldier and a law enforcement officer. The most important thing he has learned since becoming a BDO is the impact of effective communication and the effect it can have on TSA operations.

Whether a former soldier, student, law enforcement officer or teacher, TSA Officers all provide something to offer and empower our agency and nation.

Contributed by: Kyle Flaherty

☐ Superb Walk the line Engagement	☐ Outstanding Teamwork
☐ Exceptional Critical Thinking	☐ Enhanced Stakeholder Relationships
☐ Strong Employee Engagement	☐ Effective Communication
☒ Superb Mission Focus	☐ Exceptional Command Presence

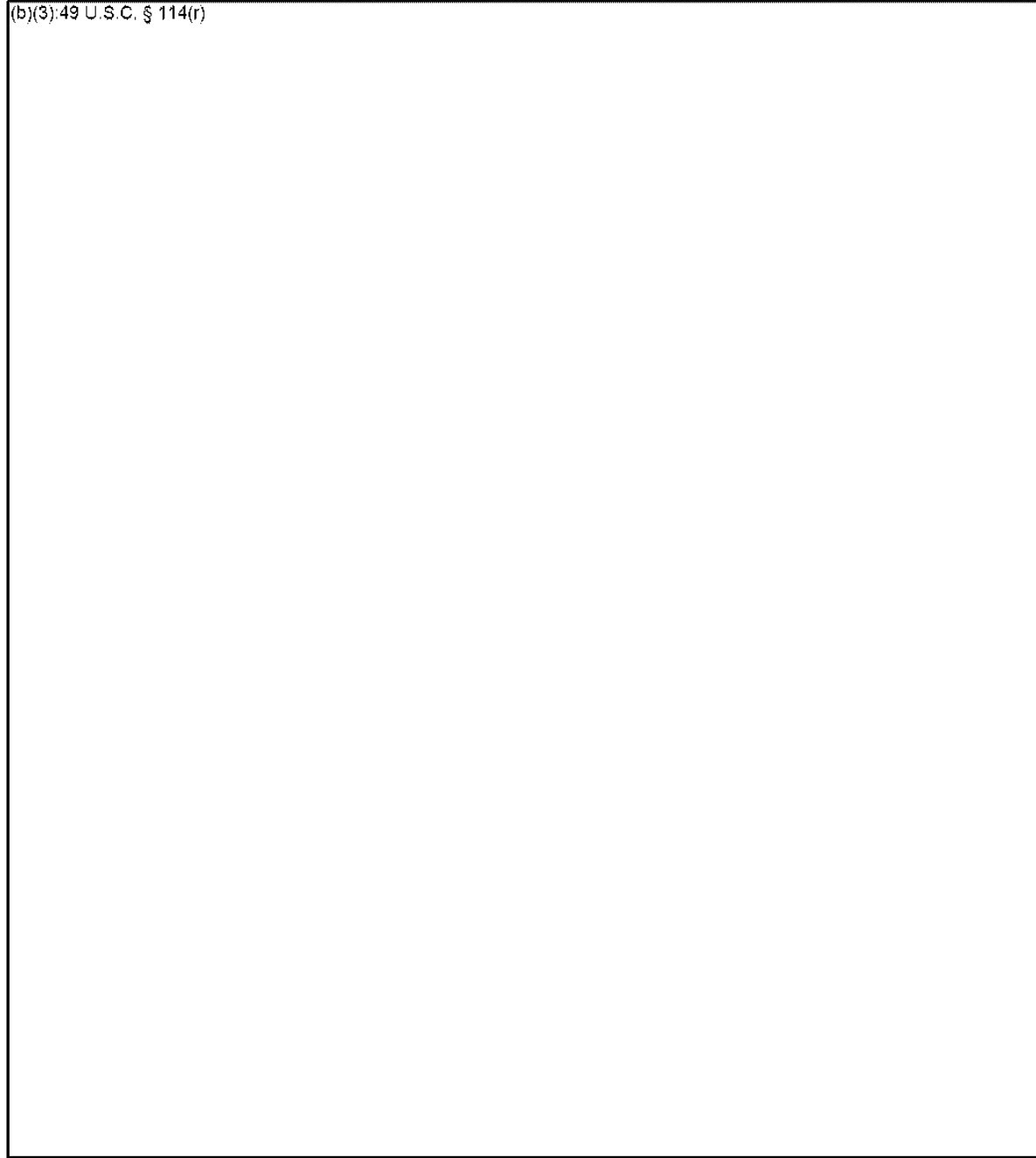
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SECTION C: EXECUTIVE SUMMARY/RECENT BDO FINDINGS

(b)(3):49 U.S.C. § 114(r)

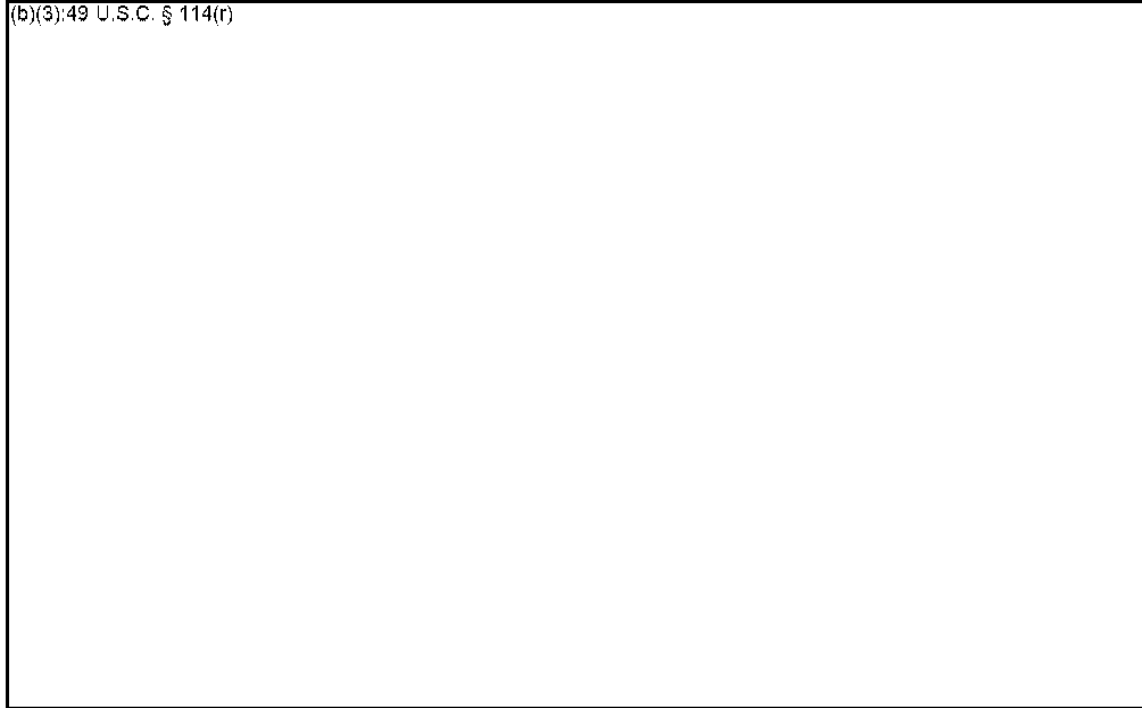


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