

SECTION A: PROGRAM OFFICE TALKING POINTS

Managers must brief the content of this document and not simply forward the link to their BDOs.

The program office has received a number of BDO requests for access to the Manager's Station as a result of managers not taking the time to communicate these team briefings.



Your Tone Conveys Your Attitude:

We all recognize that communication skills are a key component to how effective we are in our professional and personal lives. Most of the time when we work on them, we focus on improving our oral communication or presentation skills, with a special focus on the content of our message. Sometimes we even work on improving our listening skills. However, our tone has a much greater impact on our audience than our actual message.

One part of communication we often do not examine is how we deliver our message or the tone we use when we are communicating with others. Yet, our tone might actually be more important than what we say. The wrong tone will spoil a message; based on how we say something (our inflection or emphasis on certain words) we may convey an attitude which sends a message of humor, anger, sarcasm, jealousy or sincerity. The key to EVERY successful team is effective communication so using your voice properly and remaining engaged with your team is critical to getting your message across. Next time you are thinking about what you will say to someone, also think about how you will say it and in addition to using your voice effectively, don't forget to listen!

Active listening can only be perfected with practice and displays to the speaker that their audience is genuinely interested in what they are speaking about. As a listener, one must remember the following:

- Focus on the speaker
- Do not interrupt
- Observe non-verbal communication
- Give listening cues along the way
- Clarify any points you did not understand

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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 spotlights 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

CLT-BDO Team

From left to right: BDO's (b)(6)

(b)(6)

BDO Officers (b)(6) observed an unidentified female passenger making her way through the queue line and suddenly became much disoriented and appeared to be intoxicated. (b)(6) was observing the passenger because of her behaviors and noticed that she was beginning to stagger and bump into the stanchions. The passenger was at a railing of the staircase and staggered over the side and was headed over the rail onto the escalator. (b)(6) immediately rushed to her side and BDO (b)(6) and grabbed her before falling over the side. They gently lowered her to the ground awaiting the paramedics. After the paramedics arrived it was determined that the female passenger suffered from a seizure disorder.

BDO (b)(6) saved the passenger from what would have been a very traumatic injury or even death. The quick response of the (b)(6) BDO team displayed their dedication, focus, and vigilance that they display each and every day.

Submitted By: Theresa Moore - BDA Transportation Security Manager CLT
Program Office Notes:

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~~SENSITIVE SECURITY INFORMATION~~

Through superb vigilance, keen observation and communication, EBDO (b)(6) actions assisted in mitigating a possible threat to aviation.

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

SECTION C: TISS - PROGRAM UPDATE

The TISS training is still in progress and unfortunately delayed. Many STSMs did not complete the request for "TISS user access Form" by the deadline of 11/22/2013. In some cases, there were airports that did not send in their applications until January. The rush to complete these forms created a back log at the office where the user access applications are approved.

In one instance, Over 300 BDO applications were submitted within 12 days in late December. The BDO applications were in addition to any user request forms received from other agencies. Consequently, the user names/passwords were not delivered timely and the new pushed out training dates overlapped with other commitments.

The FAM office is now caught up with the application process and we are working together in order to fast track the training. That said this project is a coordinated effort between several field offices and BDA.

In the meantime, please review the Best Practices Job Aid is located on the ishare.

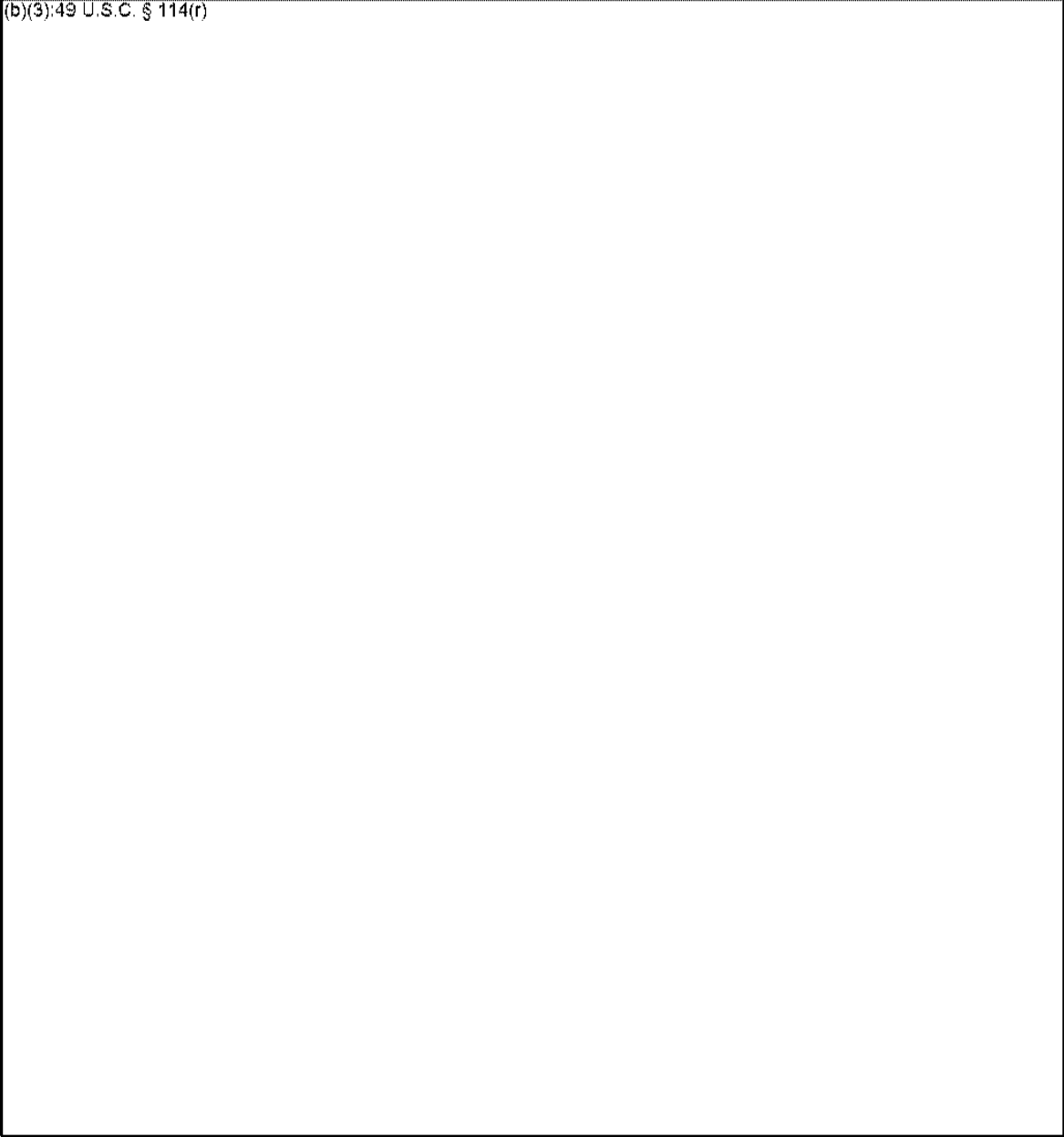
Thank You for your patience!

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SECTION D: EXECUTIVE SUMMARY/RECENT BDO FINDINGS

(b)(3):49 U.S.C. § 114(r)



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Withheld pursuant to exemption
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