

SECTION A: PROGRAM OFFICE TALKING POINTS

DIVERSITY MATTERS

One key to developing strong and effective teams is the ability to appreciate the benefits of the differences each team member presents. Those differences can confuse, frustrate and cause misunderstandings – OR – they can be illuminate, broaden our horizons, provide growth, and help us to gain new insights.

Achieving our goals can often be best achieved when diversity of opinion, background, and skill are engaged.

We've all likely had the experience of being on a team where one or more members presented special challenges. They were negative and critical. They lacked skills or didn't contribute. These, certainly, are all legitimate complaints, but they don't have to lead to a negative outcome for the team.

Sometimes we can achieve a positive outcome by delving a bit deeper, gaining an understanding, and appreciating another's point of view.

Our personal behavioral styles contribute to how we see the world, process information, and interact with others. Our behavior styles are defined by how we make decisions, solve problems and meet challenges. Each individual's behavior tends to be consistent with their style. Unless we understand each other's styles, we may get annoyed by how others act, or what they say.

Some of us move fast, talk quickly, and make spontaneous decisions. Others are more deliberate and prefer to process information before making a decision. Still others are people-oriented, or perhaps more task-oriented. Some are more analytical and detail-oriented while others tend to be big-picture thinkers.

Teams that include a range of behavior styles tend to excel.

Conflicts can occur when individuals with different styles interact. A quiet person may be intimidated by someone who comes on strong. Someone who tends to hold back can frustrate a person with a more direct style. It sometimes helps to realize that the behavior is not aimed specially at the person on the receiving end; rather it is the way the other person relates to the world.

When we work through style conflicts, and value the advantages diversity brings, we maximize the quality of our team.

Overtly acknowledging and appreciating other teammates' attributes will contribute to your teams' success. When you appreciate characteristics that you admire in a teammate, you not only recognize the attribute as a benefit to the team, you also help that member see their value-add. Your acknowledgment may also serve to strengthen the quality in the person acknowledged.

(Excerpts taken from: New Leadership in the New Economy: Diversity Matters by Margy Bresslour May 10, 2013)

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

SECTION B: POLICY TALKING POINTS,

BDO Engagement Rules

Walk The Line (WTL):

Many times the BDO is the first encounter the traveling public has with TSA's multi-layered security approach. Whether the interaction with a passenger occurs at a screening checkpoint or in a public area, the BDOs must engage all individuals they encounter in an informal yet professional manner.

The BDO must remember that Walk the Line (WTL) is an informal engagement that involves speaking to passengers while observing for anomalous reactions. It involves using a sincere and pleasant tone; any verbal engagement with the traveling public or an airport employee must be initiated in a non-threatening manner, using non-coercive questioning. Also remember that the BDO must not persist in engaging any individual when that individual indicates he or she does not wish to speak with the BDO.

Casual Conversation (CC):

The BDO's role in Casual Conversation is to conduct an interview that is non-custodial, voluntary, and informal. The BDO should never ask questions in a belligerent, demeaning, or sarcastic manner. Questions should not be asked in an accusing, suspicious, or abrupt manner.

Moreover, at no time is a BDO to ask antagonizing questions or persist in engaging an individual who indicates he/she does not wish to speak. An individual is not obligated to speak, or continue speaking, if he/she elects to refuse verbal engagement with the BDO.

BDOs have many responsibilities and are a crucial asset in representing TSA to the traveling public. It is vital that BDOs maintain a professional demeanor at all times.

BDO Roles & Responsibilities during MI-2

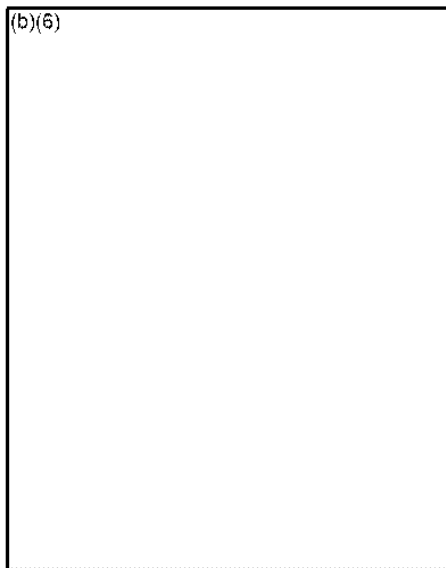
(b)(3):49 U.S.C. § 114(r)

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

SECTION C: 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



BDO (b)(6) at the scene of the incident.
Photo courtesy of TSA HOU

As featured on TSA Newscast Issue released 2/4/14, BDO (b)(6) from William P. Hobby airport in Houston went above and beyond the call of duty when he jumped in front of an oncoming vehicle in the airport parking garage preventing it from hitting a group of pedestrians. His brave and quick action mitigated what could have been in an unforgettable tragedy.

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

~~WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR parts 15 and 1520.~~

SENSITIVE SECURITY INFORMATION

SECTION D: EXECUTIVE SUMMARY/RECENT BDO FINDINGS

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)