

SECTION A: PROGRAM OFFICE TALKING POINTS

Building Rapport with your Stakeholders:

Whether TSA launches a new policy, regulation, program or project, all of the above can have a wide-ranging impact on the way we work and engage with our internal and external stakeholders. We collaborate with a variety of people to achieve our mission and sustain continued successes, positive stakeholder relationships is essential.

The ability to build effective rapport and relationship with stakeholders provides TSA employees with a distinct advantage in managing expectations, dealing with difficult situations and negotiating their way to a positive end result. Understanding the stakeholders' communication and decision-making styles and personal preferences as well as what motivates them, creates an effective pathway for a committed and results-driven mission focused relationship.

What can you do to build rapport?

Rapport is a state of harmonious understanding with another individual or group that enables greater and easier communication. By having common ground it makes the communication process easier and usually more effective. For us, and our airport stakeholders, we share the desire to protect the traveling public.

Creating rapport at the beginning of a conversation with a new/existing stakeholder will often make the outcome of the conversation more positive. Listen to what the other person is saying and look for shared experiences or circumstances - this will give you more to talk about in the initial stages of communication. When listening, nod and make encouraging sounds and gestures. Be conscious of your body language and other non-verbal signals you are sending. Below are some helpful suggestions to help establish and maintain rapport:

1. Try to maintain eye contact for approximately 60% of the time.
2. Self-Awareness- Pay attention to your body language as well as the body language of the person you are communicating with.
3. Paraphrase- Reflect back and clarify what has been said; repeating what has been communicated not only confirms that you are listening but also give you opportunity to use the words and phrases of the other person, further emphasizing similarity and common ground.
4. Try lowering your tone, talk slowly and softly, this will help you develop rapport more easily.
5. Smile! A smile makes a difference!
6. Be sure to thank them at the end of the conversation.

"Having Rapport (Positive Stakeholder communication/engagement) is vital to achieving our mission!"

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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

BDO - (b)(3)

(b)(3):49 U.S.C. § 114(r)



From left to right BDO (b)(6) and BDO (b)(6)

On February 6, 2014, (b)(3):49 BDOs (b)(6) and (b)(6) reported that a female located in the public area was exhibiting suspicious behavior (b)(3):49 U.S.C. § 114(r) responded, interviewed the subject, and conducted an NCIC on her with positive results for an outstanding warrant. LEOs arrested the subject on a local charge. (b)(6) and (b)(6) keen observation and vigilance resulted in the capture of what could have been a threat to the safety and security of airport passengers and personnel.

☐ 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: SCENARIO Q&A

The question and answer scenarios in this section includes talking points for Managers and BDOs that can be discussed at shift briefings. The information highlights the lessons learned in Chapter one of the PowerPoint Presentation: "Best Practices of Narrative Writing" that is located on the BDO ishare site. Please review the scenarios with your BDOs and include any other key points that you feel may be particularly helpful at your local airport.

Well-written reports may differ in style; they share a fundamental essence, what is the commonality?

Answer: An effective and efficient reading of the incident that is clear and easily understood by the intended audience.

Who is primary administrator of the Transportation Information Sharing System (TISS)?

Answer: The Federal Air Marshal Service-Information Coordination Section.

What are the six focal points BDA has identified that can enhance the quality of the narrative?

Answer:

1. Ensure BDOs understand the purpose of the IR and its relationship to the SPOT Referral Report
2. Define the customers of IR information and the requirements necessary to create meaningful reports for these customer
3. Enhance the grammar and substantive value of the narrative and make the content less program-centric
4. Provide BDOs with guidance on how to self-check the quality of information in reports
5. Require managers to set higher standards for narratives before submitting an IR and provide BDOs a job aid to identify best practice
6. Standardize reporting practices whenever possible

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~~SENSITIVE SECURITY INFORMATION~~

SECTION D: EXECUTIVE SUMMARY/RECENT BDO FINDINGS

(b)(3):49 U.S.C. § 114(r)

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of the Freedom of Information and Privacy Act

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SECTION E: WEEKLY NATIONAL SHIFT BRIEF HIGHLIGHTS

23 Feb through 1 March 2014

INCIDENTS, CONCEALMENT METHODS, and DANGEROUS WEAPONS

IED Concealment Techniques

- Historically, terrorists have used a broad range of concealment options to target transportation systems with improvised explosive devices (IEDs).

- In the past five years terrorists have expressed interest in concealing IEDs

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

COMPONENTS

- Power Supply
- Initiator
- Explosive
- Switch

- Terrorists have also expressed interest in concealing IEDs

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

The Take-Away: The diverse countermeasures and mitigation strategies employed around the world by organizations like TSA force terrorists to change, adapt,

(b)(3):49 U.S.C. § 114(r) IED designs. Therefore we would like to remind you that:

- Terrorists remain interested in concealing explosive devices

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r) in order to defeat airport security screening.

- (b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r)

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