

SECTION A: PROGRAM OFFICE TALKING POINTS

Why ENGAGE? It is not necessarily what we say during the initial engagement as it is more importantly one's reaction to what was conveyed. Additionally, even if one is not displaying any behaviors, engagement may in some cases act as an initial stress point that may foster behaviors. ***It is through our daily walking the line and brief engagements that not only afford the opportunity to observe for behaviors; however helps to mitigate potential security concerns in the travel public and to enhance TSA's ability to detect a potential insider threat.*** As you know, an airport is much like a community where in most cases everyone knows one another or recognizes one another. There are store owners, vendors, a networked structure of both security and non-security related entities and individuals who transit through on a daily basis. Understanding the environmental baselines and building relationships will help to enhance the overall security posture.

How do we engage the traveling public and stakeholders? *Simple-Brief engagements. This is accomplished through walking the line and engaging our stakeholders on a daily basis.*

(b)(3):49 U.S.C. § 114(r)

(b)(3):49 U.S.C. § 114(r) To become very familiar and confident in applying these techniques-seek opportunities to engage. Over time, this skillset will become easier and the ability to apply behavior observation as a force multiplier will enhance your overall skillset.

How can I do a better job of engaging?

Traveling public Engagement-Identify potential questions or phrases...

(b)(3):49 U.S.C. § 114(r)

Stakeholder Engagement -In your travels throughout the airport during your layered security efforts

(b)(3):49 U.S.C. § 114(r)

TIP OF THE DAY: *Become confident in what you do. Should you work with a partner who most often conducts walk the line-or conducts casual conversation-ensure to rotate for greater opportunity to strengthen the skill set. It is through our daily engagement that will enhance your ability to be comfortable in any setting.*

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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 forward an email to SPOT.training@dhs.gov

(b) **Great Attention to Detail and Reporting**

BDOs: (b)(6)

STSM: Nicolau Vicente

(b)(3); 49 U.S.C. § 114(r); (b)(6)

Program Office Notes:

Upon review and receipt of the incident report for this referral, FAMS federal law enforcement went out of their way to provide feedback to the BDA Program Office. They commended the BDOs involved in this incident, and wanted to pass on their gratitude to the "TSA Personnel involved in this encounter for their attentiveness, the actions they took, and the quality of their after action reporting."

The (b) report included quality photocopies and attachments that can help identify relevant facts and the narration/disposition was void of opinions and language that can distract from keeping with the facts. **Great attention to detail!**

The Law Enforcement compliments should also assure the workforce that the reports you place in TISS are being reviewed, and it can help law enforcement understand what took place and when, so that they can "connect the dots". Ultimately, the start-to-finish actions of (b) BDO helped to increase our credibility with our law enforcement partners and indicated the importance of what you do. Way to Go

(b)
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| ☐ 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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~~SENSITIVE SECURITY INFORMATION~~

SECTION C: 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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