

## SECTION A: PROGRAM OFFICE TALKING POINTS

*To enhance mission performance, TSA is committed to promoting a culture founded on the values of Integrity, Innovation and Team Spirit.*

**Why is Team Spirit important and how does it enable success?**

Risk based security (RBS) depends heavily on a unified front; no one employee or program can do it all. Without the spirit of cooperation, BDA could not sustain an effective and successful security operation. With these facts in mind, we must consistently remind ourselves that we depend heavily on each other to succeed.

As a whole, a cohesive group should rely on open and effective communication, dedication, respect and pride to enhance overall teamwork.

**Are YOU behaviorally rooted in the value of Team Spirit?**

To enhance *your* team spirit:

- *Remain open, respectful and dedicated to making others better*
- *Demonstrate a passion for challenge, success and being on a winning team*
- *Be engaged and highly motivated*

**How can we draw on each other's strengths to ensure the success of the BDA program?**

**Management:**

- Provide employees with the necessary tools and resources to achieve the mission
- Recognize and reward employees who demonstrate outstanding performance and/or achieving significant goals
- Elicit employee suggestions, implementing them and recognize employees for their contributions
- Build teams around strengths and compliment areas for improvement
- Stakeholder Outreaches-Model, advocate and facilitate cooperation with others both internal and external to the BDA program

**Management and Officers:**

- Acknowledge each other with positive feedback for doing good work and achieving results
- Foster an environment where we treat each other professionally and with respect
- Ensure the lines of communication are open by sharing information and providing support

*We must become anchored in the value of Team Spirit. In doing so, we can remain engaged and build a highly effective team -Teamwork can enhance the security network and foster success.*

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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 [SPOT.training@dhs.gov](mailto:SPOT.training@dhs.gov).

**Individual Arrested After BDO Referral** (b)(3); 49 U.S.C. § 114(c)

**Expert Behavior Detection Officer (EBDO)** (b)(6)

**Master BDO (MBDO)** (b)(6)

**Transportation Security Officer (TSO)** (b)(6)

At 2334 hours on October 15, Transportation Security Officer (TSO) (b)(6) engaged Expert Behavior Detection Officer (EBDO) (b)(6) and Master BDO (MBDO) (b)(6) regarding an unknown male passenger who was reported to be harassing another passenger and generally being disruptive. The passenger appeared to be intoxicated and was reported as having been observed shoplifting from an airport store. BDOs continued to observe the behavior and notified the TSA (b)(3); 49 U.S.C. § 114 Law Enforcement Officer assistance was requested and the subject was arrested on a local charge with no impact to airport operations.

### Program Office Notes:

Through superb team engagement and remaining professional, TSO (b)(6) BDO (b)(6) and BDO (b)(6) played a role in demonstrating excellent teamwork.

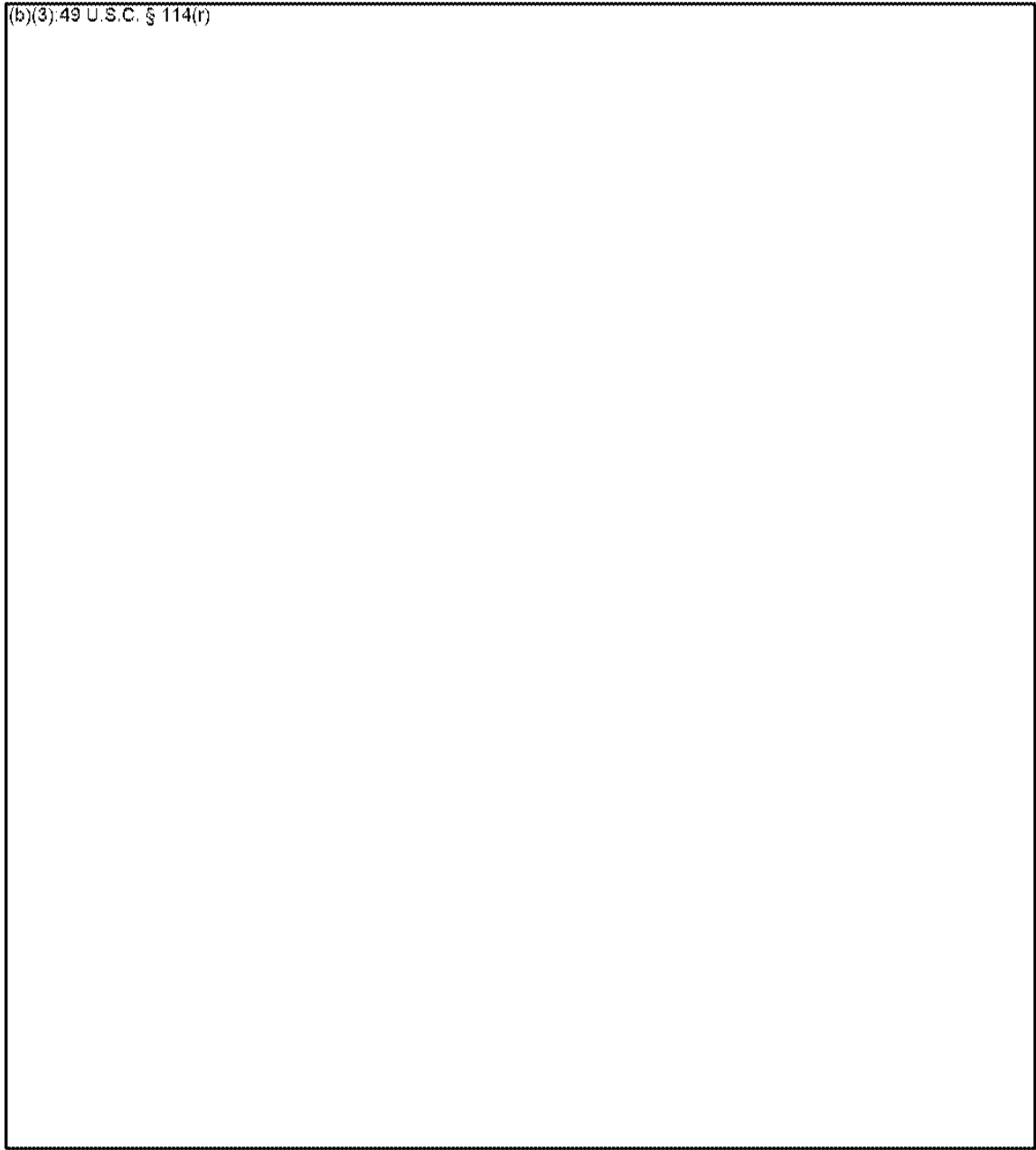
|                                                                |                                                                        |
|----------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Superb Walk the line Engagement       | <input checked="" type="checkbox"/> Outstanding Teamwork               |
| <input type="checkbox"/> Exceptional Critical Thinking         | <input checked="" type="checkbox"/> Enhanced Stakeholder Relationships |
| <input checked="" type="checkbox"/> Strong Employee Engagement | <input checked="" type="checkbox"/> Effective Communication            |
| <input type="checkbox"/> Superb Mission Focus                  | <input type="checkbox"/> 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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(b)(3):49 U.S.C. § 114(r)  
of the Freedom of Information and Privacy Act

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