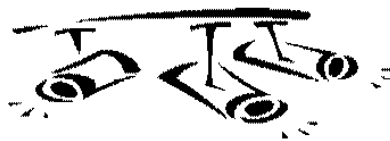


SECTION A: PROGRAM OFFICE TALKING POINTS

Working in pairs is essential to conducting effective SPOT activities. As in any professional dynamic, you do not always get to select your partner, and you may have very different working personalities. While diverse personalities are a great benefit in the workplace, if we do not know how to recognize the strength and weaknesses each personality brings to the table, it can be a missed opportunity to study other styles and enhance your own work techniques. It is important that you and your partner understand the difference in style to ensure there is good communication and the work flow appears seamless, particularly when conducting a referral and casual conversation. Good BDOs are intuitive about their partners and can sense when someone is struggling with casual conversation or in building rapport with the passenger. The BDO who is aware of different personality types is able to assist their partner without appearing abrasive or overly aggressive. Consequently, a confident BDO is also comfortable enough to realize when something isn't working in the referral, isn't easily offended by the help, and appreciates the support. The key to successfully managing these varied personality types is keeping an open mind when your partner has a different approach or thought process. This will make him/her feel respected and valuable when you work together. You can achieve this with open discussion, or through designed exercises to identify and explore personality differences.

TIP OF THE DAY: When describing a suspicious individual, avoid using words that are not applicable to the SPOT process. For example, reframe from using words such as 'sketchy' or other words that are an attempt to describe suspicious behaviors. **In all cases, articulate what is observed to those with a need to know as per the SPOT SOP. Often observations articulated either verbally conveyed or documented may be requested for legal review, it is extremely important to remain consistent with SPOT related language.**

SECTION B: BDO SPOTLIGHT/RECOGNITION



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

The following summaries identify exemplary conduct by our BDO team with the most notable performance indicators (not in any specific level of importance) shown to the left of the summary.

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~~SENSITIVE SECURITY INFORMATION~~

BOS-BDO assists to save an individual's life

Submitted by STSM Jason Sun:

On August 14, BDOs (b)(6) and (b)(6) were conducting (b)(3):49 U.S.C. § 114(r) in the public area. While in the parking garage, BDOs (b)(6) and (b)(6) were flagged down by a woman to respond to her ailing husband. BDOs (b)(6) and (b)(6) responded quickly and called Massachusetts State Police and Massport EMS for assistance. Just before emergency services arrived, the husband stopped breathing. A defibrillator was used and successfully brought the husband back to life. Within thirty minutes, the ailing gentleman was stable enough to be transported to the hospital for further medical treatment. The swift actions of BDO (b)(6) and BDO (b)(6) were truly lifesaving. Had they delayed their actions by any amount the outcome from this incident could have been very different. Kudos to BDOs (b)(6) and (b)(6)

Program Office Notes:

Conducting (b)(3):49 U.S.C. § 114(r) provides us an added opportunity to be in several locations to observe the traveling public. In this instance, the aforementioned BDOs had the opportunity to become engaged in a critical event. With the prompt action and swift thinking of both BDOs-their actions played a vital role in saving an individual's life. **Great job BOS!**

- | | |
|---|--|
| ☐ 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~~

(b)(3): BDOs (drug paraphernalia discovery and teamwork)

(b)(6)

Submitted by STSM John Debar:

(b)(3): 49 U.S.C. § 114(r), (b)(6)

Program Office Notes:

The above incident highlights the BDOs focus and ability to conduct a referral seamless without rushing the screening process. Additionally, by walking the line and continuing to observe the passenger, the individual was referred for SPOT screening. This highlights the above BDOs teamwork and ability to apply the SPOT process. **Great job** (b)

- | | |
|---|---|
| ☒ Superb Walk the line Engagement | ☒ Outstanding Teamwork |
| ☐ Exceptional Critical Thinking | ☐ Enhanced Stakeholder Relationships |
| ☐ Strong Employee Engagement | ☐ Effective Communication |
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SECTION C: MONTHLY SCENERIO DISCUSSION

The following section provides a scenario discussion to have with your BDO staff. As such, BDOs will receive OLC credit for having received the briefing/discussion via the OLC.

Guidance:

- 1) BDO Managers, please provide the briefing to your BDOs and record their names/date- The following scenario is for September.
- 2) At the completion of having reviewed the scenario-please provide your BDO names to your TSA airport Training Coordinator who will then enter the information into the OLC. Entries into the OLC correlate to the ID number of the scenario. The ID number can be located at the top of the scenario. (Please note the BDA Program Office will provide a message to the STSMs when the ID number has been created into the OLC. We anticipate this will be completed by 9/3)
- 3) Please ensure entries have been made into the OLC by the close of September.

Should you have any questions or concerns please contact the BDA office at SPOT.training@dhs.gov

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~~SENSITIVE SECURITY INFORMATION~~

GROUP DISCUSSION: BDO Scenario 001-Walk the line

You are often teamed up with the same BDO partner every day. However this week, your STSM has rotated the BDOs providing the opportunity for all BDOs to work together to further build teamwork and familiarity. As such, you and your partner respond to the checkpoint and have a brief discussion about the environmental baseline. Your partner indicates that he will remain near the TDC while you walk the line. After having walked the line for several rotations, you realize your partner is hesitant in performing this function. How would you engage your partner and what guidance would you provide?

(STSMs-Allow the group to discuss the situation prior to reviewing the key ideas in number 2.....)

2 STSM review the key ideas with your team

- A) BDO partner indicates that he does not like to walk the line-(Would you continue to walk the line to avoid a potential confrontation or would you engage your partner?) *(Should you engage your partner and inquire why he or she does not prefer to perform the function?) (Perhaps it is a misunderstanding of the overall importance of walking the line) (Should you demonstrate the function to provide some mentoring and assist to build teamwork?) (If applicable should you engage management who could further assist to review walk the line with the BDO team?)*

B) (b)(3):49 U.S.C. § 114(r)

- C) Request a BDO in your discussion to demonstrate walking the line for group

Take away:

As BDOs work in pairs-take time to understand your partner to further foster relationships. In addition, avoid delaying engagements with your teams to have a better understanding of their strengths and weaknesses.

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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
(b)(3):49 U.S.C. § 114(r)
of the Freedom of Information and Privacy Act

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