

APPENDIX D

New York Center New Supervisor Training

Front Line Manager
ZNY



The FAA Mission Statement

Our continuing mission is to provide the
safest, most efficient aerospace system in
the world.



The FAA Vision Statement

We strive to reach the next level of safety, efficiency, environmental responsibility and global leadership. We are accountable to the American public and our stakeholders.



The FAA Values

- Safety is our passion. We work so all air and space travelers arrive safely at their destinations.
- Excellence is our promise. We seek results that embody professionalism, transparency and accountability.
- Integrity is our touchstone. We perform our duties honestly, with moral soundness, and with the highest level of ethics.
- People are our strength. Our success depends on the respect, diversity, collaboration, and commitment of our workforce.
- Innovation is our signature. We foster creativity and vision to provide solutions beyond today's boundaries.



Objectives

- Give new Supervisors certain skills needed to perform job.
- Create confidence with knowledge.
- Learn local procedures and policy.
- Learn the ins and outs of good Supervisory practices.
- Give information regarding contract articles and applications.



Contents

- Developmental Training
- Other Training
- Communication
- Operations
- Support Offices
- Tech Ops
- FAA/ NATCA Contract



More Contents

- Accountability Board
- SF-278
- Government Travel
- Standards of Conduct
- ART
- CEDAR
- ATOP/ Ocean21/ WATRS +



Developmental Training

- Right now we have 71 developmentals in the building.
- Right now we have 69 active CPCs eligible to retire.
- Our certification success rate is about 40%.
- What's our net gain in the next year you think?



Not as much as we need to
replace.

Fortunately, eligibility doesn't
always mean retirement!



That is why developmental
training is a priority at ZNY.



FAAO 3120.4

- So ensure:
- Training Plan is completed and communicated prior to developmental reporting to floor for OJT.
- Performance skill checks are done at least once per month on positions developmental is receiving OJT.



FAAO 3120.4

- You should have a training team meeting at least once per month. Keep the OJTIs, developmental, and Supervisor on the same page. Communication to all involved is key to success of training program. Address strengths AND deficiencies.



FAAO 3120.4

- ZNY policy is to achieve at least 4 hours OJT/ day/ developmental on R/ RA positions. If unable to hit this mark, communicate to ZNY-1 and OM the reason (using a form). There is more to OJT than time on position. That time a developmental spends other than on position shall be accurately recorded in ART.



FAAO 3120.4

Other training examples:

Map drawing

Monitoring positions

Radar lab

LOA / SOP study

Publications – 7110.65 / 7610.4 / 7210.3



Other Training

- Annual / Semi-annual refresher training

CBIs

Videos

eLMS (electronic Learning Mgmt Sys)

Over the shoulder (OJTI 6 month,
NAS/DARC, eg)



Other Training

- MBIs and R&Is (Duty Familiarization)
- Crew Briefings

Ensure completion by checking the AT
Library under your Area/ Crew.



Training is an integral part of our business. Regulations/ policies are updated/ changed daily. We are in a safety / emergency services related occupation. To not have knowledge of current information could be disastrous.



ENSURE that Mandatory Briefing Items, Mandatory Read & Initials and Crew Briefings are attended. The attendance is not optional on the part of the Supervisor or employee.



Be aware of map updates!
Check that Approach Plates,
Controller Charts and
Publications your Area uses are
current.



Communication

In our business, communication is the name
of the game. It is a key factor in everything
we do.



Comm

- From keying the mike to getting the correct readback
- Attending the :05 round-up.
- Getting a call from an adjacent Supervisor.
- Answering and OEDP Alert correctly.
- Fixing an employee's pay.
- Administering discipline.
- Watching, Listening and Acting

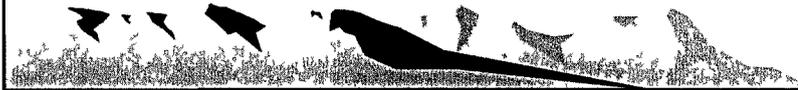


IT'S ALL COMMUNICATION!



Our job starts at the Service
Delivery Point.

An air traffic controller instructs
a piloted aircraft on a RADIO.
As Supervisors, we assign work
and ensure the above gets done
safely and efficiently.



As Supervisors, we need to
conduct ourselves as
representatives of the FAA (of
Management).



So we need good communications in order to have a solid understanding amongst our peer Supes and our employees.

How do we do that?



Communications

- When swapping or changing shifts (in-lieu-ofs), ensure you have dialog with the losing Supe and/ or the gaining Supe.
- Discuss your developmental's performance with other Area Supes.
- Discuss other developmentals with Area Supes.
- Discuss developmental and CPC schedules with Area Supes.



Communications

- Discuss your CPCs performance with other Area Supes.
- Discuss performance on previous shifts.
- Discuss OJTI performance.

What does all this discussion about everyone else do??



It keeps Area Supes knowledgeable of the performance of Area CPCs and developmentals.

If a controller was having difficulty in a certain task, wouldn't YOU want to know? As FLM In-Charge?



Other Area Supervisors

Dialog with other Area FLMs is key also. The entire NAS is interconnected. Facility to facility, Area to Area, and sector to sector.

You need to talk to other Area Supes about:



- Routings
- TMU Initiatives
- Traffic
- Equipment
- Procedures
- Their controller performance – good or bad.



OMIC

- Your first level of Supervision when you sign in.
- All requests for Supervisor spot leave, in-lieu-of shifts, OT, credit hours earned shall be made with the OMIC.
- Discuss non-compliance issues (dress code, AWOL, conduct, sick leave abuse, etc) with the OMIC.



The OMIC is usually an Operations Manager in charge of the control room floor. Sometimes an OMIC is a FLM assigned the position for a short period of time (a couple hours / a shift). The midnight Supe is sometimes referred to as OMIC.



OMIC

- Report staffing concerns.
- Report significant events such as accidents, loss of contact, NORDOs, change of destination, suspicious activities, equipment problems, anything else which may seem reportable.



OMIC

- Report losses of separation, operational deviations, pilot deviations, incidents.
- Participate in investigations.
- If you are not sure of a reportable item?
Report it to the OMIC!



OMIC

- Report conduct / behavior issues that have significant consequences.
- Report Accountability Board items.
- Report security violations.
- Report environmental concerns (too cold? too hot? strange odor? smoke? water backing up? unsanitary conditions?)



OMIC

REMEMBER!!!

NOT SURE?

REPORT IT.



STMC

- Have dialog with STMC to ensure:
 - a smooth flow of traffic
 - no stops
 - cancel restrictions
 - implement restrictions
 - sector volume / constraints
 - special programs



STMC

- Report departure delays when 15 minutes or more
- Report arrival delays when 15 minutes or more
- Notify STMC when your sectors are holding traffic – whatever the reason.



TMC

- Work with the TMCs.
- Advise them what you need.
- Tell the STMC that you have worked with the TMC in order to keep the TMU on the same page.
- If the TMC cannot justify a restriction, go to STMC to state your concerns.



SAME AREA CONTROLLERS

Ensure work is accomplished within all applicable regulations, orders and guidelines.



SAME AREA

Be firm when assigning work. Asking someone to do something may be a nice way to approach them – but make sure you have a back up plan if they say “No.” (“I’m not really asking you – I’m telling you.”) After one of these, you may not ask anymore.



SAME AREA

This happens on occasion when developmentals need to be trained. The Supe may understand that an OJTI may be reluctant to train. However, not training a developmental when it is required is unacceptable. Refusing a work assignment is a no-no. When you ask, and the OJTI says “No,” you have built a box you now have to crawl out of.



SAME AREA

SAY YES!! If it can be done within applicable rules and current direction.

Say NO. If you mean it.

Be smart about what you say.



SAME AREA

REMINDER

You are required to be fiscally responsible.

Say "Yes" to OT – if you need it.

Say "No" - if you don't need it.

We are counting on you to do things right.



SAME AREA

One more thing

Never engage a controller on position unless it is significant to the operation. Performance and conduct issues should be discussed AFTER a controller is relieved.



OTHER AREA CONTROLLERS

Always, always, always bring matters regarding other Area controllers to first level supervision in that Area when in the operation. If outside the control room floor and first level supervision not applicable – go to the OMIC.

This could be any matter of concern.



SUPPORT MANAGERS

All Support Offices support the operation.

The operation is = the safe and efficient movement of aircraft in the system.



SUPPORT MGRs

- Maintain a good working relationship with all Support Managers.
- Make it a point to visit the support offices on your admin days or when you get time.
- Talk with the support specialists, if they have time.
- Find out what's happening!!
- Get info. Say hello.



Support Specialists

Maintain a good working relationship with all support specialists.

Get to know them and what they do.

They are a valuable asset to the success of New York Center.

They may ask your opinion on matters. Tell them!



SUPPORT SPECIALISTS

REMINDER

They work for the operation!!



As you can see,
communications is a key
element in our job. Enough
cannot be said about
communications. We must
always be conscious about it.
We must always be thinking
how to improve it.



Think like a wise man but
communicate in the language of
the people.

William Butler Yeats (1865 -
1939)



Good communication is as
stimulating as black coffee and
just as hard to sleep after.

Anne Morrow Lindbergh, 'Gift
From the Sea'



OPERATIONAL RESPONSIBILITY

- ART
- CEDAR
- DEVELOPMENTAL TRAINING
- MANDATORY TRAINING
- DUTY HOURS
- DUTY FAM AND POSITION RELIEF
- OPERATION



OPERATIONAL RESPONSIBILITY

- CLEANLINESS
- DRESS
- MANAGING LEAVE, OVERTIME ASSND, SHIFT CHANGES, & CREDIT HOURS
- ACCOUNTABILITY BOARD & MODEL EEO



Expectations

Supervisor/ Front Line Managers are the first level of supervision for air traffic controllers. FLMs and controllers work together every shift. Their conduct, behavior and performance are trend setting for everyone in the Area. The FAA expects a high level of performance from the FLMs – thus setting the example to their personnel.



ART / CRU-ART / CRU-SUPPORT

The Front Line Manager ensures:

- ART entries are correct affirming ART accuracy while under their supervision.
- ART entries made by employees under their supervision are certified.
- The correct position times by “drag and drop” in accordance with JO 7210.3.



ART

- JO 7210.3, Ch 2-2-6 “Sign In/Out and On/Off Procedures.”
- JO 7210.3, Ch 4-6-8 “Time and Attendance (T&A) Recording.”



There is no kind of dishonesty into
which otherwise good people more
easily and frequently fall than that
of defrauding the government.

Benjamin Franklin (1706 - 1790)



Honesty may be the best policy,
but it's important to remember
that apparently, by elimination,
dishonesty is the second-best
policy.

George Carlin (1937 - 2008)



ART

The Cru-ART is the sole source for time collection and reference. It is required because when any investigation is conducted after the event, the controller working the position must be identified.



Developmental Training

- Ensure developmental OJT is maximized (4 hrs per/ dev/ shift).
- Monthly skill checks.
- 3120-25 accuracy and timeliness.
- 3120-25 shift and monthly reviews.
- Meaningful work when not assigned OJT.
- Training Team meetings regularly.



Mandatory Training

- Annual and semi-annual refresher.
- Special and GENOT briefings prior to assuming control positions.
- Crew briefings – priority over spot leave.
- Every shift, the FLM will make an effort to review training requirements for that shift and plan it.



Duty Hours

- Make every effort to report to work ½ hour before each assigned shift (flex).
- Ensure 8 hours between shifts.
- During the shift, review posted watch schedules and make corrections.
- Be fiscally responsible when filling vacancies on shifts.



Duty Familiarization and Position Relief

- MBIs are completed in a timely manner.
- R & Is are completed in a timely manner.
- PRBs conducted using SIA & checklist.
- Ensure PRB overlap is 5 minutes.
- All PRBs are recorded.
- Briefings to CICs include direction from OMIC – including sector combinations, staffing, etc.



Operation

- Provide guidance and goals.
- Actively monitor – increase vigilance during OJT, holding, sector traffic impacts.
- Watch – Listen – Act!
- Monitor and manage traffic flows.
- Interact with TMU and adjacent airspace.
- Manage available resources.
- Knowledgeable of employee whereabouts.
- Assign work.



Operation

- Ensure breaks are reasonable.
- Make required entries into 7230-4.
- Report to am and pm roundups on time.
- Take appropriate action when equipment malfunctions.
- Report and participate in incidents, errors, deviations, accidents.
- Make on-the-spot corrections.



Work Area Cleanliness

- Ensure a clean and professional appearance.
- Promote a productive work area free from obstacles and harmful FOD.
- Keep Area free from clutter, food wrappings/ containers by making personnel responsible for themselves.



Dress Code

- Ensure personnel are well groomed and attired in a neat, clean manner.
- Dress issues will be handled as soon as possible and brought to the attention of the OMIC.
- FLMs – shoes, slacks, collared shirt, tie Monday thru Thursday day shift. Holidays, swings, weekends - business casual. Jeans ok on mids. NO SHORTS on any shift.



Managing Leave, OT, Shift Chgs, Credit Hours & Comp Time

- Ensure requests for leave cancellation is done in accordance with contract. For Supervisors, advise the OMIC.
- Sick leave is in accordance with the contract. For Supervisors, make request with OMIC.
- Leave for Holiday Leave, special circumstances, Jury Duty, Court Leave, etc. are in accordance with contract.



Managing Leave (cont.)

- Ensure your earning of credit hours, comp time and overtime is approved PRIOR to earning by the OMIC.
- Overtime requests due staffing must be approved by OMIC.
- Ensure ALL in-lieu-of shift changes are approved by OMIC (Supe & controller).



Model EEO

- Ensure any comment/ remark that is derogatory or hostile is addressed – by you – immediately. Even if that person is engaged and inviting (3rd person).
- Zero tolerance for harassment or discriminatory behavior/ language.
- Report any possible Accountability Board incidents immediately to your OM (or OMIC).



The only kind of dignity which is
genuine is that which is not
diminished by the indifference of
others.

Dag Hammarskjöld (1905 – 1961)



Remember this-that there is a
proper dignity and proportion to
be observed in the performance
of every act of life.

**Marcus Aurelius Antoninus
(121 AD - 180 AD)**



Offices & Support

- ZNY 1 David LeCates

The Air Traffic Manager used to be called the Chief (still is – but unofficially) – as in Chief Controller. The ATM is the highest level of air traffic management in the building (not a money machine).



Offices (cont.)

ZNY 2 Lois Esposito

Currently, this position is named Staff Manager. However, Lois is filling in as Assistant Air Traffic Manager also. The AATM used to be called The Deputy. The second in command; a tin star.

She has the lowdown on the role of Supervisors and what controller performance should look like.



Offices (cont.)

ZNY 1A Patty D'Alo

The Secretary is responsible for many important items including organizing ZNY 1 & 2's daily activities (you wouldn't believe the telcons). Patty also keeps a book of all ZNY Orders, Notices, correspondence.

Overnight parking permits and visitor log information goes through Patty.



Support

ZNY 10 Nancy Osani

- Personnel issues – pay, actions, insurance
- OWCP – processing, controversion
- Grievances – focal, guidance
- Conduct & discipline – guidance, action writer (reprimand, suspension)
- PMS – ratings, CADA, OSI/ SCI, what-to-do, when to do it
- SF-278



Support – Personnel cont.

SF-278

- Why?
- When to file?
- What if I don't?
- Fine



Support (cont.)

ZNY 11 Eileen Zahn

- Administration
- Overtime – what's spent, codes
- Travel orders – GovTrip focal
- Headsets – new, exchange
- Supply – paper, pens, furniture



Support (cont.)

ZNY 11.1 Terry Kirk

ZNY 11.2/3 Denis Yurgel

- Pay Coordinators – take info out of ART for pay purposes
- T & A amendment focals – any amendments must be brought to them
- Deadlines for pay – Tue following pp end
- Terry is an Administrative Asst – main focus is tracking personnel.



Support (cont.)

ZNY 17 Jerry Bordeaux – Workforce
Development (Training)

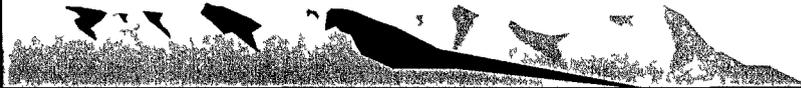
- Training
- Developmental training – form 3120-25, OJT, OJTI
- DySim
- MBI / R & I / CBI – completions and entries into training folder
- Physicals



Support (cont.)

Dynamic Sciences Inc. (DSI) Paul Jan

- Contractors to FAA Training Dept
- Developmental training
- Stage III / IV
- DySim / Classroom
- Stage lengths
- Training goals
- Supervisors certifying in DySim



Support (cont.)

ZNY 300 Dr. Jordan & Audrey

- Scheduling physicals
 - Med disquals
 - Medicine (Prescrip / OTC) checks
- 718-553-3300 or call EA ROC
Keep OMIC in loop



Support (cont.)

ZNY 504 Tom Kelly (Actg)

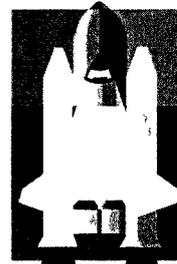
- Traffic Management Unit (TMU)
- STMCs / TMCs – staffing, roles
- Weather Coordinator – pireps, mids
- Delays, restrictions, route closures, reroutes
- TMA – what airports, benefits?
- DSP / ETMS
- NORDOS / Emergencies / Bad Routings / Lost Aircraft



Support (cont.)

MOS Steve Tucci, Scott
Boucher

- Military missions
- Photo missions
- Special missions / events
- Airspace restrictions due
SUAs



Support (cont.)

ZNY 505 Safety Sam Shelton

- Quality Assurance (QAR)
- New QA / QC Order
- Performance investigation focal / verificat
- Air traffic events – incidents, flt assists, accidents
- OE / OD / PD investigations / reports / forms / procedures
- ESAT / NTAP / FALCON / ATQA



Support (cont.)

ZNY 510 Paul Fairley

- Air Traffic equipment / space
- Radar, frequencies, landlines
- VSCS – db alts
- URET
- Desks, chairs
- CEDAR – administrator
- ERAM



Support (cont.)

IT Jon Fuss

- Computers / printers
- Hardware / software
- Lotus notes
- NSC Helpdesk (866-954-4002)



Support (cont.)

ZNY 530 Airspace & Procedures
Chris Winkleer actg

- Airspace & Procedures
- Pref routes
- LOAs / SOP
- Maps
- TFRs
- ERIDS

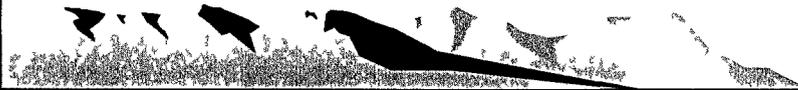


Airspace Re Design

Kevin Delaney OM

Manager who oversees ZNY's portion of
Airspace Re Design.

Phase 2A & 2B



Support (cont.)

ZNY 540 Operations Managers

- Role of the OMIC
- 2nd Level Supervision
- Performance mgmt
- Supervisor (FLM) performance & expectations
- Controller performance



Support (cont.)

Flight Data John Coppola

- NOTAMs
- PIREPs
- TFRs
- Flight plans
- Mids
- HOST shutdowns (DARC)
- STI card



Support (cont.)

AJE 1600 Jim Pellechi

- HEARTS – NAS trouble
- NAS Software
- Flight plan processing
- Radar processing
- ERAM



Support (cont.)

Tech Ops

Ted Kiliditis

- The NAS / NOM (or SE)
- Trouble tickets
- Freq problems – static, loss
- Radar problems – ghost targets, etc
- Printer problems
- Environmental issues – lighting, heat, ac, janitorial
- FOD on equipment



Labor Management Relations

- *2009 FAA / NATCA Agreement*
- US Code, Title 5, Part III, Subpart F,
Chap 71, Subchapter 1 *General Provisions:*
 - S 7101. Findings and Purpose
 - S 7102. Employees Rights
 - S 7103. Definitions; applications
 - S 7104. Fed Labor Relations Authority
 - S 7105. Powers and Duties of the Authority
 - S 7106. Management Rights.



LMR

Subchapter II *Rights and Duties of Agencies and Labor Organizations:*

- § 7111. Exclusive recognition of labor organizations
- § 7112. Determination of appropriate units for labor organization representation
- § 7113. National consultation rights

LMR

Subchapter II (cont):

- § 7114. Representation rights and duties
- § 7115. Allotments to representatives
- § 7116. Unfair labor practices

LMR

Subchapter II (cont):

- § 7117. Duty to bargain in good faith; compelling need; duty to consult
- § 7118. Prevention of unfair labor practices
- § 7119. Negotiation impasses; Federal Service Impasses Panel
- § 7120. Standards of conduct for labor organizations

LMR

Subchapter III *Grievances, Appeals, and Review:*

- § 7121. Grievance procedures
- § 7122. Exceptions to arbitral awards
- § 7123. Judicial review; enforcement

LMR

Subchapter IV Administrative and Other Provisions:

- § 7131. *Official time*
- § 7132. *Subpoenas*
- § 7133. *Compilation and publication of data*
- § 7134. *Regulations*
- § 7135. *Continuation of existing laws, recognitions, agreements, and procedures*



FAA / NATCA Contract

- In 2009, the 2006 Contract was renegotiated due to a new Administration, Administrator, and COO.
- Because of NEXGEN, FAA wanted NATCA's involvement. New Administrator thought 2006 Contract too restrictive on workforce.
- 2009 Contract went into effect October 1, 2009.



2009 Articles

We will go over some Articles in the Contract but not all.

The Articles that most apply to the operation and administration of control room floor.

A few Articles had to be arbitrated by a special mediation panel.



Special Emphasis Topics

- CruART – how to, ins and outs
- SF-278 – why, when, what if I don't
- ATOP
- CEDAR
- Accountability Board / Model EEO
- ATO Portal / Leave Tracker
- TMA
- ERAM



Special Topics

ATO Portal / Leave Tracker (L Weber)

- How to get in
- What info is there for Supe to search for



Special Topics

Cru-ART (L Weber)

- Signing-in / Signing-out
- Assigning OJT
- Assigning Other Duties – Codes (what/when)
- Assigning Leave
- Editing
- Certifying entries



Special Topics

ATOP (J Webb)

- What is it? & How does it work?
- Midnight shifts
- Error cue
- Sigmets
- Requests for maintenance / updates – how to handle; what coordination is required



Special Topics

CEDAR (W Engelhardt)

- What information is in it?
- What is required to be entered? (TTDs, Training Plans and more)
- How do I search?
- 7230-4 entries



Special Topics

Accountability Board/ Model EEO (AEA)

- What is it?
- Why does it exist?
- Requirements
- Reporting
- Deadlines
- Follow-up



Special topics

TMA (C Jamotta)

- What is it?
- How do I interact with it?
- My requirements? Controllers?
- What is Supe responsibility if numbers excessive?
- Does it work?



Grievance Processing

- What is a grievance?
- What do I do when I get one?
- How long do I have?
- Do I sustain, deny or abey?
- How do I write a response?
- Do I give response to grievant or Rep?



OWCP

- Office of Workmens Compensation Program
- What do I do when someone asks for a CA-1?
- What is the employee's responsibility to fill out?
- What is my responsibility?
- Am I responsible for form even if I am not Immediate Supervisor or was not present when alleged injury occurred?
- What do I do with completed form?
- Should I let others know about it?

(THEN, yer dun.)



PMS

- Performance Management System
- What is it?
- When does it begin?
- How do I communicate the expectations?
- Do I give copies?
- Do I have to do Check-In?
- Do I have to do Mid-cycle?
- Do I give final and initial at same time?
- What do I do with final cover sheet?
- What do I do with initial cover sheet?



PMS, cont.

- What is the 90 day thing?
- Can the rating period be extended?
- Do they all end on the same date?
- What if my employees change crews?
- What is a CADA?
- Do I have to do a Narrative Summary?
- Does an employee have to give me a Self-Assessment Summary?
- Does an employee have to be on a IDP?



ATO En Route Front Line Manager OJT Training Checklist

FLM Name _____ Area _____

To fulfill the requirements of the ATO EnRoute Front Line Managers Training Program, the Operations Manager shall ensure that the newly assigned/temporary FLM is knowledgeable, as appropriate, in the areas contained below. After completion of each of the following sections, both the new FLM and instructor shall initial and date the section whenever the training has been accomplished. This checklist shall be forwarded to the Area Operations Manager for signature and forwarding to the Training Support Office for verification and inclusion into the individual's training record.

1. Managing the Front Line (Area Level Management) Initials: FLM _____ OJTI _____ Date _____

- a General supervision
- b Scheduling/staffing assignments/web schedules
- c Combining/de-combining sectors
- d Special Use Airspace posting
- e Monitor time on position
- f Training priorities
- g Controller administrative duties (meetings, physicals, OJT debriefs, etc.)
- h SysOps interaction
- i Airway Facilities interaction/managing equipment outages
- j Shift change requests
- k Managing controller breaks
- l Leave approval
- m Supervisory staffing
- n Day in charge duties
- o Eve in charge duties
- p Enforcing Center/Agency directives
- q Midnight configuration
- r Adjacent AFSS
- s Contacting lost/overdue aircraft
- t Military requirements blocks/caps
- u Nuclear Facilities/Power Plants
- v Maintaining operational currency
- w Area Computers/Operational Documentation
- x NOTAM Dissemination
- y Weather Dissemination

2. Equipment Knowledge Initials: FLM _____ OJTI _____ Date _____

- a Center radar sites and coverage
- b Frequencies and RCAG sites
- c Location of main/standby switches/site selector switches
- d BUEC availability and priorities
- e VSCS operations (i.e., PABX, patching in frequencies, and combining/de-combining positions)
- f STUIII security telephone procedures (Watch Desk)
- g Satellite telephone procedures (Watch Desk)
- h Lotus notes/Web-based notes
- i KVDT//WX Computer/TSD/CWSU/Phone forwarding
- j Office Computers/Fax/ Printers/Copiers
- k LAN/ZTLNET
- l ERIDS

3. Performance Management Initials: FLM _____ OJTI _____ Date _____

- a Performance appraisal system performance evaluations/assessments, TTDs,
- b Record keeping
- c Recognition, awards
- d Communicating expectations to controller work force/AREA/Shift/Team meetings
- e Opportunity to Demonstrate Performance (ODP)
- f Individual Development Plans (IDP)
- g CEDAR

ATO En Route Front Line Manager OJT Training Checklist

4. **Labor/Management Relations** Initials: FLM____ OJTI____ Date_____
 - a. NATCA contract
 - b. Formal/informal meetings
 - c. Grievances
 - d. ULPs
 - e. Past practice
 - f. Agency orders vs. NATCA contract
 - g. Differentiate between conduct and performance
 - h. Official Time/Area Reps
5. **Facility Training Program** Initials: FLM____ OJTI____ Date_____
 - a. Knowledge of National and Local training orders
 - b. Skill check and certification processes
 - c. Training/Certification documentation
 - d. Plan for Training documentation and addendums
 - e. Remedial training
 - f. Skill Enhancement training
 - g. Refresher training/CBI/TRAX reports
 - h. Familiarization Training Requests/procedures
6. **Human Relations/Handling Conflict** Initials: FLM____ OJTI____ Date_____
 - a. HRRPM (Human Resource Policy Manual)
 - b. Counseling
 - c. Sick leave abuse
 - d. EAP
 - e. Sexual harassment
 - f. EEO
 - g. Conflict resolution
 - h. When to address a problem/conduct vs. performance/union involvement
7. **References to Question, i.e., "Where do I find?"** Initials: FLM____ OJTI____ Date_____
 - a. Location of various forms, overtime logs, training folders
 - b. Phone numbers (external and internal)
 - c. Mandatory Briefing Item (MBI) binder
 - d. Sector binders, location and maintenance of
 - e. Overhead charts, maintenance of
 - f. Standard Operating Procedures (SOP)
 - g. Vacation/Leave book
 - h. Contingency Plan
 - i. J Drive
8. **Forms Management** Initials: FLM____ OJTI____ Date_____
 - a. Time and attendance logs (ART)
 - b. OJT forms
 - c. Absence reports
 - d. SF-71 forms
 - e. Outage logs
 - f. Overtime forms/logs
 - g. SF-278
 - h. CA-1 and CA-16 forms
 - i. Drug and alcohol testing forms and pre-test instructions
 - j. Flight assist forms
 - k. PIREPS
 - l. UCR, TCAS
 - m. QA – SATORI and TAPE request, TTD's, Performance Evals
 - n. Training Forms

ATO En Route Front Line Manager OJT Training Checklist

9. **Administrative Duties** Initials: FLM _____ OJTI _____ Date _____
- a. Scheduling
 - b. Sector certifications/promotions
 - c. Mandatory Briefing Items (MBIs)
 - d. Training Meetings
 - e. OJT Instructor Evaluations
 - f. Area logs (area specific)
 - g. Operational error packages
 - h. performance assessments
 - i. sick leave usage
10. **Operational Error/Technical Violations** Initials: FLM _____ OJTI _____ Date _____
- a. Orders 7110.56 (QA)
 - b. Initial determination
 - c. NATCA representation
 - d. Voice Recordings
 - e. Interpreting NTAP and DART information
 - f. Completing/initiating incident packages
 - g. Time requirements
 - h. Notification list
 - i. De-certification/ Non-operational
 - j. Return to Duty Plans
11. **Leave** Initials: FLM _____ OJTI _____ Date _____
- a. Annual leave procedures
 - b. Extended sick leave/LWOP/AWOL
 - c. FFLA/FMLA requests
 - d. Trauma Leave/COP
 - e. Holiday Leave Policy
12. **Midnight Watch Desk Coverage** Initials: FLM _____ OJTI _____ Date _____
- a. Scheduling (Area Specific)
 - b. Completing/Initiating Dash 4's
 - c. Forwarding of Area Telephones
 - d. OMIC/TMU Binders/LOCATION
 - e. Mid Checklist/Computer shutdown checklist

This certifies that FLM _____ has completed the checklist above and has demonstrated the abilities and competencies necessary to assume FLMIC duties in Area _____.

Area SUPCOM Representative:

Name _____ Signature _____ Date _____

Area Operations Manager:

Name _____ Signature _____ Date _____

FRONT LINE MANAGER IN CHARGE CERTIFICATION CHECKLIST

Entries in the DATE COMPLETE and BOTH INITIALS shall be made when the FLM-In-Training has satisfactorily demonstrated the ability to perform these items indicated in the PERFORMANCE TASKS.

[Note: If date and initials not asked for next to tasks, please make a check mark so that item was covered.]

Name of FLMIT: **BENIGNO GIL**
 Area: **C**

Date Started Trng: _____

<u>Performance Tasks</u>	<u>Date Complete</u>	<u>Both Initials</u>
1. Demonstrate knowledge of VSCS:		
a. Perform a Temporary Reconfig	_____	____/____
b. Perform a LTP	_____	____/____
c. Configure midnight maps	_____	____/____
d. Explain VTABS and the process to transition	_____	____/____
e. Perform Voice Monitoring using VSCS VDM		
2. Demonstrate knowledge of Cru-Art:		
a. SISO, assign leave, drag and drop, certify, etc		
b. HelpDesk	_____	____/____
3. Demonstrate knowledge of ESIS, TSD, WARP, CIWS:		
a. Populate the ESIS & display it on the plasma	_____	____/____
b. Display TSD, WARP on plasma		
c. Explain the usage of TSD, WARP, CIWS	_____	____/____
4. Demonstrate knowledge of TMA:		
a. What is your sector being delivered.		
b. What is your sector delivering.		
c. Explain non-compliance coordination.	_____	____/____
5. Demonstrate knowledge of CEDAR / Admin Wkstn		
a. Sign on to CEDAR		
b. Explain the purpose of a log entry and make one		
c. Explain the purpose of a QAR and enter one.		
d. Software/hardware issues (NSC)	_____	____/____
6. Demonstrate knowledge of FALCON.	_____	____/____
7. Describe the process of PIREP dissemination and solicitation.	_____	____/____

8. Describe the controller's requirements of weather information dissemination / broadcasting. _____ / _____
9. Demonstrate the Area's "Watch Checklist Complete:"
- a. Check your staffing
 - b. Check the weather
 - c. Check the OJT requirements for shift
 - d. Check the Area's equipment / displays status
 - e. Check your controller's qualifications
 - f. Check the spot leave requests
 - g. Check overall Area Status
- _____ / _____
10. Explain Area traffic patterns, times of shift that are of concern & restrictions to be considered. _____ / _____
11. Demonstrate knowledge of leave policy and process. _____ / _____
12. Show new FLM the physicals policy & process. _____ / _____
13. Demonstrate knowledge of:
- a. Shift staffing
 - b. Sector combinations & requirements (inc. KVDT)
 - c. R & H sector staffing
 - d. R & H Developmental OJT & time requirement
 - e. Qualifications assignments for Developmentals
- _____ / _____
14. Describe AOV Credentials process _____ / _____
15. Demonstrate the Area's scheduling process:
- a. Monthly & shift basis
 - b. How is it posted?
 - c. Who is Supe scheduler? Controller scheduler?
 - c. Can changes be made? Who can make them and when can they be made?
- _____ / _____
16. Describe the process to call-in or hold-over overtime _____ / _____
17. Describe the difference between hold-over overtime and Suffered and Permitted overtime. _____ / _____
18. Describe the process of assigning a CIC. _____ / _____
19. Describe shift OJT plan _____ / _____

20. Demonstrate knowledge of key information in library
- a. Where do you find annual / semi-annual training requirements for your Area/crew? _____ / _____
 - b. Where do you find completed mandatory training requirements for your Area/crew? _____ / _____
21. Demonstrate knowledge of your currency requirements and Developmentals/CPCs. _____ / _____
22. Simulate coordination of Area equipment malfunction and fill out a Trouble Ticket correctly. _____ / _____
23. Demonstrate knowledge of any Warning & Restricted Areas, ATCAAs, MOAs, etc and the coordination requirements to make available or activate. _____ / _____
24. Describe the coordination process when notified of:
- a. a NORDO
 - b. an ELT
 - c. an aircraft emergency
 - d. a medical emergency
 - e. a military chg destination
 - d. an overdue aircraft (IFR & VFR) _____ / _____
25. Simulate and describe the process for handling:
- a. a CA-1 / CA-16 _____ / _____
 - b. a UCR _____ / _____
 - c. an ATSAP event _____ / _____
 - d. a Tone Incident _____ / _____
 - e. a TCAS RA event _____ / _____
 - f. an AIMES report _____ / _____
26. Demonstrate knowledge of Model EEO:
- a. What does Accountability Board do?
 - b. What is a 3rd party complaint?
 - c. What is time requirement to report an Accountability Board incident? _____ / _____
27. Simulate a supply request. _____ / _____

Domestic Area OM Signature _____ Date _____

OCEANIC OPERATION

- Oc1. Demonstrate ability to determine and process:
 - a. Evening tracks
 - b. Morning tracks
 - c. Input to ATOP_____ / _____

- Oc2. Demonstrate knowledge of AISR & DOTS+:
 - a. HelpDesk(s)_____ / _____

- Oc3. Demonstrate knowledge of phone number index. _____ / _____

- Oc4. Demonstrate knowledge of ATOP sectorization _____ / _____

- Oc5. Demonstrate knowledge of Toolboxes _____ / _____

- Oc6. Demonstrate knowledge of forms for Oceanic Issues:
 - a. ATOPZILLA
 - b. ONER
 - c. EOLS
 - d. OADR_____ / _____

- Oc7. Demonstrate by simulation the process of SIGMET & military reservations ATOP input and dissemination. _____ / _____

- Oc8. Describe the process used by Area to approve or disapprove ATOP channel releases and/or changes; describe process for ATOP malfunctions and failures; and the coordination required for all. _____ / _____

- Oc9. Describe the process and coordination for overdue & NORDO aircraft. _____ / _____

- Oc10. Describe and demonstrate the process to review an Ocean21 using playback. _____ / _____

- Oc11. Demonstrate knowledge of printer locations in Area. _____ / _____

- Oc12. Demonstrate knowledge and requirements of Supe Queue _____ / _____

Oceanic Area OM Signature _____ Date _____