

APPENDIX Q.1

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.

(1865 -

1939)

From the Sea'

, 'Gift

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.