

## Basic Supervisory Training for International Participants (BST)

### COURSE NUMBER    FAA015001

This is a collaborative delivery between the FAA Academy and Center for Management and Executive Leadership.

For information, contact Program Resource Personnel:

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### DESCRIPTION AND LEARNING STRATEGY

The *Basic Supervisory Training for International Participants* (BST) course provides foundational knowledge and skills for entry-level, international supervisors to be effective leaders. Participants will gain an understanding of how leadership style impacts job performance, how personal and professional development is a leader's responsibility, strategies for managing workplace change, managing performance, the fundamentals of air traffic management, and opportunities to apply interpersonal skills to workplace scenarios. The fundamentals of quality assurance, training programs, and CNS/ATM are included. Instructional methods include reading, videotapes, discussions and highly interactive exercises to simulate the challenges of the workplace.

### OBJECTIVES

At the conclusion of this course, participants will enhance the following skills:

- Analyze effectiveness as a leader.
- Determine potential motivational strategies.
- Identify job priorities.
- Identify the basic principles of effective delegation.
- Describe the components of interest based problem solving.
- Identify operational standards to follow (ICAO, FAA).
- Identify the stages of change management.
- Create strategies to improve communication.
- Identify the impact of stress on leaders and the work environment.
- Demonstrate interpersonal skills in work-related situations.
- Apply procedures to manage performance and conduct.
- Identify strategies for a QA Program.
- Describe the function of a Training Program.
- Describe, in general, CNS/ATM.

### RELATED COMPETENCIES

- Building Alliances
- Communication
- Developing Talent
- Interpersonal Relations and Influence
- Managing Organizational Performance
- Problem Solving

### CLASS SIZE

16 participants

### LENGTH

7 days  
(Wednesday, 8:00 a.m.–  
Thursday, 4:00 p.m.  
of the following week)  
56 hours

### LOCATION

Customer site or  
FAA Center for  
Management and  
Executive Leadership  
Palm Coast, Florida

### UPCOMING DELIVERIES

*No deliveries are currently  
scheduled for FY08.*

### WHO SHOULD ATTEND

International supervisors  
or others who have  
supervisory responsibilities

### ENROLLMENT

To enroll, contact Ms.  
Eunsook Welsh,  
International Training  
Program Coordinator,  
Office of International  
Aviation, FAA by [email](#)  
or by telephone  
(202) 267-7958,  
facsimile (202) 267-7172.

You may also arrange  
a **fee-for-service delivery**  
specifically for your  
organization. Call Shep  
Curl at (386) 446-7132.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Managing Change  
(FAA01306)  
Strategic Planning  
(FAA01275)  
Systems Thinking  
(FAA01277)