

Organizational Awareness

Competency Development Activities

Competency Definition

Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

Developmental Activity Levels

All (A)

Applies to all competency levels

Beginner-Basic Knowledge (B)

A person at the Beginner-Basic Knowledge level has limited experience applying the competency. He/she applies general knowledge in common situations but has limited practical experience in applying the competency in a work environment presenting more complex situations.

Mid-level (M)

A person with mid-level proficiency has applied the competency repeatedly and successfully in the performance of his/her job but still has much to learn about the advanced aspects or behaviors associated with the competency. A person at this level can usually apply the competency on his/her own.

High (H)

A person at the High level has extensive knowledge of and experience with this competency and can apply the competency exceptionally well on the job without assistance. At this level one is an expert and has enough experience to teach the competency to others.

Articles, Books, and Websites

There are no article, book, or website recommendations for this competency.

Activities

B Develop and/or participate in a working policy group to help generate ideas for policies and procedures for national or local TSA.

B Log onto the TSA web site on a regular basis. This site includes information about the TSA budget, history of the agency, as well as background on transportation laws and regulations. The site is regularly updated to include the latest TSA news and information.

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B Maintain relationships with individuals in other TSA divisions. Learn from these contacts about TSA activities in which you are not directly involved.

B Volunteer for temporary duty positions or assignments at TSA HQ to learn about HQ organizations, people and processes.

B Work with senior staff to organize a town hall meeting or other event for the screening staff.

M Keep abreast of current events especially those that may affect TSA.

M Conduct informational meetings to get to know the key stakeholders in the airport and explain the roles and responsibilities and procedures, in areas other than those in which you typically work.

Coaching Suggestions for Managers

M Ask team/staff to interview someone at a different location or different area in your organization and then do a 5-minute presentation at the next staff meeting to show what they have learned about that organization's structure, key functions, key players, and major issues.

M Have staff member organize a brown bag lunch where representatives from different parts of TSA present on the current challenges facing their teams.