

External Awareness Competency Development Activities

Competency Definition

Understands and keeps up-to-date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.

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

A [The White House](#)

This website provides links and information to a variety of topics. It includes information related to national and homeland security as well as the latest news updates and press briefings from the white house

A [Transportation Security Administration](#)

Visit this site regularly to remain informed on all of the news and events that impact the TSA.

A [U.S. Department of Homeland Security](#)

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This site provides current and valuable DHS news, issues and alerts. Information on new research and technology is included. Learn about the regulations and procedures affecting other agencies (e.g., marine regulations, cargo security and border management).

H [CEOExpress](#)

This portal was created with executives in mind. It provides links to U.S. and global news sites, business magazine sites, everything an executive needs to stay current and informed on events outside of the organization.

Activities

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

H Keep abreast of current events especially those that may affect TSA and have implications for Homeland Security.

H 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.

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

H Read local, regional and national papers to keep track of issues and developments that may impact airport security.

H Review and analyze intelligence information to identify implications for maintaining security at own airport.

Coaching Suggestions for Managers

H Encourage staff to read local, regional and national papers and to log onto the TSA website on regular basis and review intelligence information from DHS and other sources.

H Encourage staff to read international press to identify international trends and developments in international airport security.

H Recommend participation in conferences that focus on issues and developments related to terrorism and security threats.

H Assign staff the task of researching emerging issues and developments that involve or impact

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airport security and have them present what they learn to the rest of the TSA staff.