

## Respecting Privacy and Preserving Freedoms Competency Development Activities

### Competency Definition

Ensures that systems, processes and practices are effectively established and implemented to respect and protect the privacy of individuals affected by TSA's transportation security activities.

### 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 currently no recommended articles, books, or websites for this competency.

### Activities

**A** Shadow individuals with a reputation for respectful treatment of travelers and observe the ways in which they work with their travelers.

**A** Talk with others to better understand how they have dealt with travelers who have expressed concerns or complaints about privacy (i.e., share success stories).

**H** Organize planning sessions with your staff to elicit ideas for how to better demonstrate

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sensitivity to travelers' privacy concerns without sacrificing security.

### Coaching Suggestions for Managers

**H** Ask staff members to generate ideas for improving the ways that TSA screening personnel respect the privacy of individual travelers while conducting their screening activities.

**H** Have staff members debrief situations in which travelers expressed concerns about, or experienced problems with, TSA 's respect for their privacy or civil liberties. Focus the discussion on strategies to minimize travelers' concerns. Provide a positive message to the team outlining the key learnings and improvements.

**H** Have staff member interview travelers to identify their privacy-related concerns and issues and to elicit their suggestions for more effectively addressing those concerns and issues.