

Basic Supervisory Training for International Participants (BST)

COURSE NUMBER FAA15001

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

For information, contact Program Resource Personnel:

Doug Andresen (405) 954-0170 or
FAA Program Manager (386) 446-7154

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

*Future delivery dates
to be determined.*

WHO SHOULD ATTEND

International supervisors
or others who have
supervisory responsibilities

ENROLLMENT

For class dates, please
contact the International
Training Program Specialist
(API-10), by fax at (202)
267-7172, or by email at:
9-awa-aia-intl-training@faa.gov

You may also arrange a
fee-for-service delivery
specifically for your
organization. Call the FAA
Program Manager at
(386) 446-7154.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Leading Organizational
Change
(FAA01200016)

Strategy Formulation
and Implementation
(FAA01200015)

Systems Thinking
(FAA01277)