ARP Communication Course: Instructor Briefing
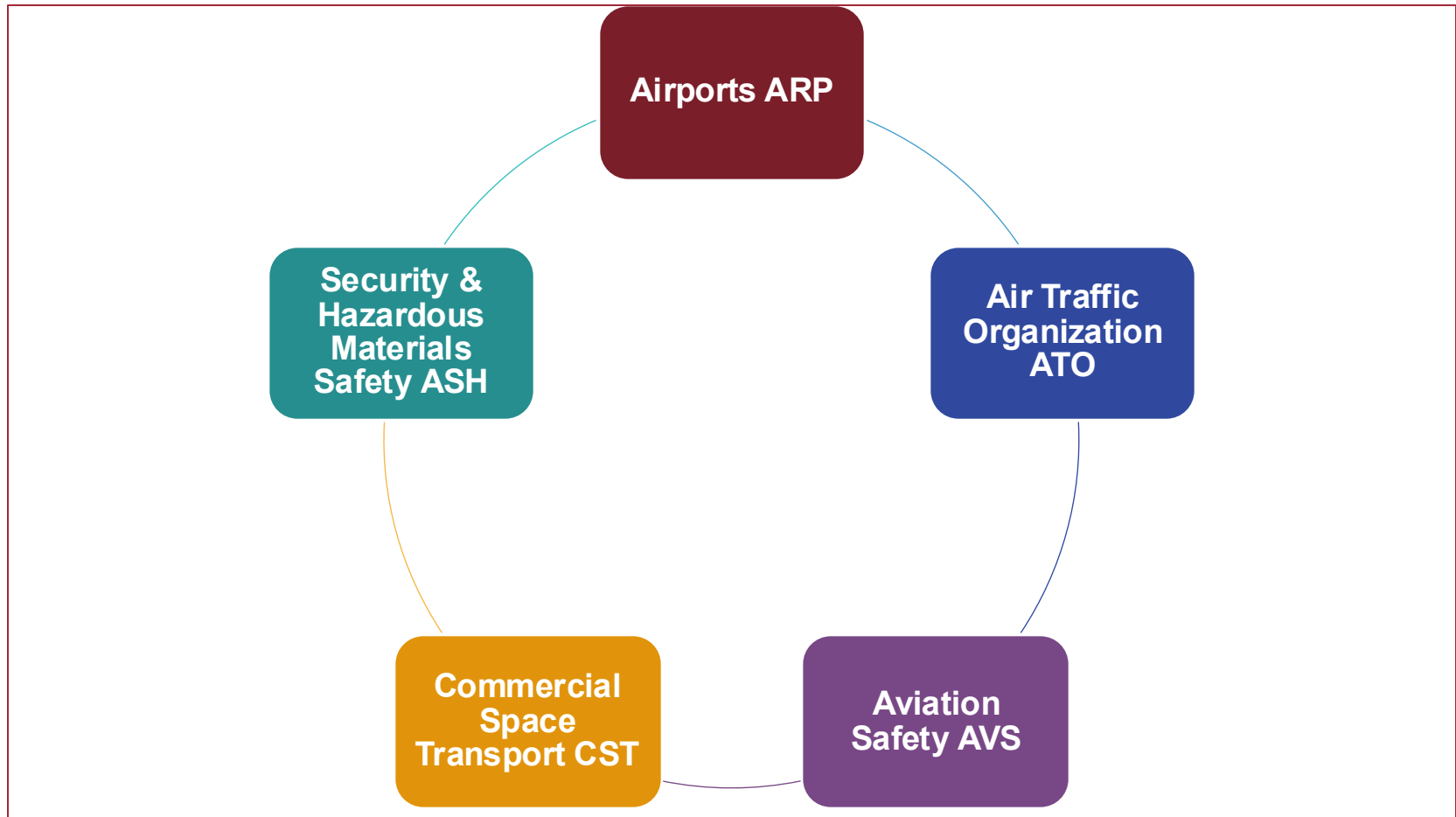
MANAGEMENT
CONCEPTS

Agenda

- Three Customized Courses

- Lines of Business

- ARP Regional Structure

- ARP Organizational Landscape

- Project Stakeholders

- Client Expectations

- Delivery Expectations

- What Else…?

MANAGEMENT
CONCEPTS

Three Customized Courses

Communication	Leadership Accountability	Accountability
• One 8.5 Hour Day	• Three hours	• One Day
• Audience: Employees	• Audience: Managers	• Audience: Employees
• Summer 2022	• Summer 2022	• Summer 2023
• Purpose: *Increase ability to communicate clearly, effectively and professionally and to receive feedback for performance improvement.*	• Purpose: *Equip managers with tools and techniques to hold their employees accountable and address their resistance.*	• Purpose: *Help employees understand the importance of accountability at work and the impact they may cause for falling short on their commitments.*

MANAGEMENT CONCEPTS

Client Lines of Business

- Airports ARP
- Air Traffic Organization ATO
- Aviation Safety AVS
- Commercial Space Transport CST
- Security & Hazardous Materials Safety ASH

MANAGEMENT CONCEPTS

ARP Mission

Ground-focus: Plans, funds, develops national airport system

Oversees standards for airport safety, inspection, design, construction, and operation.

New focus: Airport climate impact analysis and mitigation focus

Awards $3.5 billion annually in grants for airport upgrades

MANAGEMENT CONCEPTS

ARP Regional Organization

ARP Organizational Landscape

Technical/precision work culture

Long-term employees, with **+** and **–**

Workplace & workforce are changing

Tensions: Generational/Gender/Long-term employees and tempo of change

MANAGEMENT CONCEPTS

Client Expectations

- Delivery duration is 8.5 hours

- Deliver the course as designed

- Introduction: Focus on process, not background

- Foster group engagement

- Complete all Discussion Questions and Activities

- Wrap Up: Application Activity is key to reinforcement

- Manage classroom time

MANAGEMENT CONCEPTS

Participants

- From the same ARP Regional offices

- May not work in the same District office

- Generally, know each other

- Work Hybrid

- Introductions: Timing & Necessity?

Delivery Timing = 8.5 Hours

1. Introduction   15 minutes

2. The Effective Message   45 minutes

3. Modes of Communication   60 minutes +15

4. Listening and Feedback   60 minutes

5. Lunch   60 minutes

6. Respectful Communication   60 minutes +15

7. Handling Crucial Situations   20 minutes

8. Wrap Up   15-30 minutes

MANAGEMENT
CONCEPTS

Delivery: Stop Me If You've Heard This Before…

1 Bandwidth: Ask them to exit VPN

2 Ask them to close apps they won't need

3 Being on camera: Optional, may cause tech issues
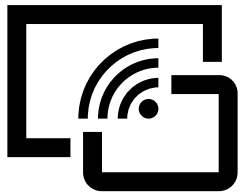
4 The activities are vital to the delivery.

5 Expect some "you don't understand" or passive resistance
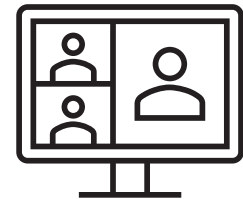
6 Engage them: Draw out the silent participants

MANAGEMENT CONCEPTS

For the Best Experience

Log off the VPN

Close applications

Join using your camera
(Optional)

MANAGEMENT CONCEPTS

Discussion Questions

- Meant to be quick & engaging

- Not a breakout room activity

- Pose the question: What do you think about… or similar

- Ask the group to enter answers in Main Chat: 3-4 minutes

- Point out several responses as they enter them

- Transition back to topic

MANAGEMENT CONCEPTS

Application Activities and Case Studies

- Are essential to the delivery

- Timing for each activity is defined in the IG.

- Drop-in to rooms and check on their progress

- Reconvene and quickly review key points from each group.

What Else Can I Tell You?

MANAGEMENT CONCEPTS

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MANAGEMENT CONCEPTS