

The WATCH Online

3 FROM THE PRESI-**DENT'S DESK**

$4\,$ coping with stress

5 AIR AND SPACE HOLI-DAY FAMILY EVENT

CRUSH YOUR GOALS

11 TRIPLE TAX ADVAN-TAGED HEALTH SAVINGS ACCOUNT

13 BE MINDFUL OF YOUR SURROUNDINGS

14 LIVE FROM RIYADH

Professional Women Controllers, Inc.

info@pwcinc.org | www.pwcinc.org

Purpose

Encourage women to enter the air traffic control profession; assist in professional and personal development; maintain accountability, responsibility, and professionalism; and promote a better understanding, cooperation and coordination among individuals toward the continual improvement of aviation safety.

VISION

Professional Women Controllers, Inc. (PWC) vision is to achieve a balanced workforce that reflects the demographics of society and creates a safe environment where all air traffic professionals have passion for their career, can excel, and feel a sense of community at work.

MISSION

Professional Women Controllers, Inc. (PWC) is a resource that provides support, training, encouragement, and camaraderie for all air traffic professionals. PWC advocates balancing work and family life, recruiting and retaining excellent employees, developing people, enjoying work, and maintaining a positive sense of community.

OFFICERS

President, Patti Wilson Vice President, Jennifer Lemmon Secretary, Louisa Ocasio Director of Resources (Treasurer), Athina Santiago Membership Director, Jenny Rubert

REGIONAL DIRECTORS

Alaska Director, Vacant Central Director, Amy Magstadt Eastern Director, Kelley Kohring Great Lakes Director, Shawneise Wright New England Director, Kristy Johnson-Fenton Northwest Mountain Director, Aimee Wright Shingleton Southern Director, Vonetta Lawton Southwest Director, Samirah Abdelfattah Western-Pacific Director, Micah Freeman APPOINTED OFFICERS, PROGRAM MANAGERS

Historian, Judy Noble National Conference Chair, Kurt Proctor Parliamentarian, Constitution and By-laws, Robin Rush WATCH Editor, Patty Swenor

Web Page Administrator, Jennifer Lemmon

Communication Administrator, Amy Magstadt

Corporate Liaison, Patti Wilson

Education and Career Development

Program Manager, Jamie Feger

Scholarship Chair, Trish Cummings

Salable Coordinator, Pat Tiner

2019 Conference Chairs, Christine Johnson and

Robin Rush

2020 Conference Chairs, Colleen Adams and Alexandra (Sandy) Officer

MANAGING EDITOR

Patty Swenor

CONTRIBUTORS

Patti Wilson, Jennifer Lemmon, Jenny Rubert, Patty Swenor, Amy Magstadt, Christine Johnson, Vonetta Lawton, Dr. Travis Bradberry, Scott Horstman, Federal Aviation Administration - Worklife Solutions, Blue Cross/Blue Shield, Magellan Health, Livingston Federal, Harris Corporation, SAIC, NATCA, NavCanada, SkyOne Federal Credit

DESIGN

Patty Swenor

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We encourage readers to pass the information along to colleagues and other interested parties, providing credit to this e-newsletter as the source and include information on how they can become a PWC member.

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FROM THE PRESIDENT'S DESK

Patti Wilson, President, Professional Women Controllers, Inc.



PWC Greetings!

I hope this spring edition of the WATCH finds you all well. The times have been very uncertain with the government shutdown and possibly another in our future. I would like to acknowledge everyone's dedication; we are public servants, and the fact we kept the system safe is a credit to you all.

I didn't really understand how stressed I was until after the government re-opened. It was such a relief to see a full parking lot at my facility. I was also amazed at the amount of industry support shown to controllers from all over the world. My facility received food from: Southwest Airlines. Fedex, Canadian Air Traffic Control Association, Civil Air Australia, American Airlines, and others. I know I am missing some, but the show of support was amazing. I would also like to acknowledge our sponsors. Although the focus A big shout out goes to Civil

in the media was the 800,000 federal employees, they failed to discuss the impact on our contractors who are fee-for-service; they will not get back pay and will never be made whole. Some companies had to lay off employees, and they are still feeling the impact of the shutdown.

We are very excited about conference, we are kicking it off with a bang. If you have ever heard Brian Shul speak, you know what I mean. He will be bringing some of his books for purchase and will sign them as well.

We also want to welcome back Karlene Petitt, an established author who will also have her collection of books available for purchase and signing. She spoke at our 39th National Training Conference.

I am definitely looking forward to our keynote speaker Dr. Janet Lapp. I had the opportunity to speak with her about our organization and can't wait to hear what she will be sharing.

Rights, (ACR-1) Courtney Wilkerson, and his team. We have been working together for a while to put together the "What is Sexual Assault?" panel. Although it is a difficult and possibly uncomfortable discussion, it is necessary, and PWC is not afraid to have the hard conversations.

By the way, did you know PWC Scholarship, Inc. is a 501c3 nonprofit, tax deductible entity!! This is very exciting, next step is to get on the Combined Federal Campaign list!

I would like to welcome two new sponsors to the PWC family, Starr Wright USA and Kaiser Permanente, both Bronze members!

Look forward to seeing you in on the Queen Mary soon!



How to Cope with Stress During Uncertainty at Work

By Amy Magstadt, Central Regional Director

Here are a few tips to manage your life when situations are beyond your control:

Accept the Craziness!

Understand work will have many changes during unusual situations, and do not let the chaos surprise you. If you can fully accept the chaos at work, you will realize you cannot control the chaos, but you can control how you deal with the uncertainty.

Focus on the Meaningful

It can be hard to focus on work when trying to predict what will happen next. Instead of wasting time on the rumor mill, find something meaningful to focus on.

Work on your resume, or find a project to shift your focus onto something you can control. You will feel good about your accomplishment, and it will help you direct your energies into something positive.

Financial Goals

Write down clear financial goals, and stick to them. Be prepared to make adjustments, where necessary, and make sure to include room in your plan for unexpected expenses. Make sure your plan is realistic about what you are able to afford. If you are using credit cards, make sure you do not charge more than you are able to pay next month.

Plan finances with Family Members

Prioritize what is financially important, and communicate your goals with your family. The whole family needs to be working to the same goal, when managing finances during a financial crisis. Have age appropriate meetings with your family, so everyone understands the family is working together during the difficult time to get through the situation.

Make sure people understand where changes need to be made

and explain why; this will be helpful for the group.

Try Something New

When dealing with uncertainty, a person can feel lost. Try not to become the person who has no life inside, because they feel overwhelmed. By trying something new, you can keep yourself motivated and show you have not given up in adversity. When you are open to try something new, you motivate yourself to think differently and experience different things. You will gain momentum in a positive direction and keep yourself from dwelling on how lost you may feel.

Things Will Work Out

When there is chaos at work, things eventually work out. Think about the many times situations seemed out of control and eventually worked out. Your situation at work may change, but it may be better for you in the end. Your

Your WorkLife Solutions Program is a good resource!

work life has a way of working out adults about our exciting career in ways you may not predict. field. We had access to some

Talk About Your Feelings with a Professional

Financial advisors are available to assist you with financial matters and licensed counselors are available to assist with personal matters. For more information, contact Magellan's WorkLife solutions Program at toll free 1-800-234-1327, 24 hours a day 7 days a week. You can also visit www.magellanhealth.com/member.

Air and Space Holiday Family Event

By Jenn Lemmon, PWC Vice President

The National Air and Space Museum hosted a holiday family day event at the downtown location on Saturday December 8, 2018. They hosted multiple activities and speakers throughout the event, while examining how air and space technology make holiday travel, communication, shopping, etc. possible and looking at the winter night sky/solstice. PWC was there to talk to approximately 500 kids and

adults about our exciting career field. We had access to some computers we used to let kids play the Smart Skies Air Traffic Math Game.



The day was a great success, and we hope to be able to team up again with the National Air and Space Museum again for future events. PWC Vice President Jenn Lemmon, PWC Eastern Regional Director Kelley Kohring, PWC Education and Career Development Program Manager Jamie Feger, and PWC members Esther Bryant and Lisa Bercher were there to help talk about the amazing opportunities in the aviation indus-





PWC Membership Corner Update

Jenny Rubert, PWC Membership Director

Our membership continues to grow!!

If you did not receive the Watch winter 2018 edition at your home address, or if you have any changes you would like updated in the database, please send me an email at pwcmembershipdirector@gmail.com

Welcome New Members!!!

PWC New Members

Barina Gumbert
Brandelle Betras
Jacquelyn Sparks
Brooke Gligny
Susan Hawkins
Mylinka Brogdon
Jennifer Pierce
Rachel Couche
Anni Luong
Yolanda Bracy
Shanna Crawford





Wear Red for Women's History Month

By Vonetta Lawton, PWC Southern Region Director

How To Crush Your Goals In 2019 – an emotional intelligence article

By Dr. Travis Bradberry, President at TalentSmart

For many of us, 2019 will begin with a promise—a promise that this is the year we will accomplish that which has eluded us. Often, it's the everyday things that prove most difficult—managing your schedule, treating people the way you ought to, and keeping things in perspective when chaos is at hand.

The sad truth is that nearly 80% of us will fall off the resolution bandwagon by Super Bowl Sunday; and by this time next year, a mere 5% of us will have succeeded in reaching our goals.

Two reasons why we're so bad at reaching our goals:

First, we bite off more than we can chew. It may seem reasonable to pick up three or four new skills to add to your repertoire, but that's an expectation the mind can't execute. When we try to develop too many new skills at once, they become competing priorities that leave us distracted, discouraged, and overwhelmed. Second, most self-improvement efforts are doomed to fail, be-

cause our emotions have a nasty majority of them. It's no wonder habit of hijacking our behavior. that 90% of top performers are Without a strong ability to recoghigh in EQ, and people with high nize and manage our emotions as EQs make \$28,000 more annual-they occur, old habits are sure to ly than their low EQ counterparts. die hard.

The Good News

The good news is you can address both problems, and make the changes you desire by resolving this year to develop a single skill—emotional intelligence (EQ).

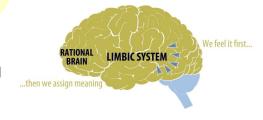
Piles of research, over the last two decades, have shown emotional intelligence is likely the single most powerful success factor yet discovered, affecting everything from your performance at work to your mood and the quality of your personal life.

We've tested emotional intelligence alongside 33 other critical skills and found it subsumes the majority of them. It's no wonder that 90% of top performers are high in EQ, and people with high EQs make \$28,000 more annually than their low EQ counterparts. But how does emotional intelligence play such a large role in so many important skills? Our brains are wired such that emotions are the root of all human behavior. Whether we're aware of it or not, the motivation behind every action (no matter how small) is in-

Here's How It Works

herently emotional.

All of your primary senses enter at the base of your brain (the light blue shaded area below). Before you can think rationally about what you're experiencing, these signals must travel through the limbic system—the place where emotions are generated. This ensures you have an emotional reaction to events first.



Emotional intelligence ensures effective communication between the rational and emotional centers of your brain. As you improve your emotional intelligence, you improve your ability to understand and control the primary motivations for your behavior, which reaps dividends in everything you do every day. Emotional intelligence is powerful and efficient—it allows you to focus your energy on a single skill with tremendous results.

What Does Emotional Intelligence Look Like?

Emotional intelligence is the

"something" in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results. Emotional intelligence is made up of four core skills that pair up under two primary competencies: personal competence and social competence.

PERSONAL COMPETENCE

SOCIAL COMPETENCE

SOCIAL COMPETENCE

SOCIAL AWARENESS MANAGEMENT

COMPETENCE

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Personal competence comprises your self-awareness and self-management skills, which focus more on you individually than on your interactions with other people. Personal competence is your ability to stay aware of your emotions and manage your behavior and tendencies.

Self-Awareness is your ability to accurately perceive your emotions and stay aware of them as they happen.

Self-Management is your ability to use awareness of your emotions to stay flexible and positively direct your behavior.

Social competence is made up of your social awareness and relationship management skills; social competence is your ability to understand other people's moods, behavior, and motives, in order to respond effectively and improve the quality of your relationships.

Social Awareness is your ability to accurately pick up on emotions in other people and understand what is really going on.

Relationship Management is your ability to use awareness of your emotions and the others' emo-

tions to manage interactions successfully.

While working on your emotional intelligence will improve a lot of different skills, there are five in particular that people tend to set goals around when the year changes. I'll explain how you can improve each of these skills solely by focusing on your emotional intelligence.

Managing Your Time

In this age of abundance, time is the one thing nobody has enough of. Perhaps that's why Google receives 111 million searches a month for time management. Few people recognize how time management depends upon the emotional intelligence skills of selfmanagement and relationship management.

Creating a good schedule is a rational thing, but sticking to that schedule is decidedly emotional. Many of us start out every day with the best intentions to manage our time wisely. But then we receive a complicated email from a co-worker, a consuming phone call from a friend, or otherwise get sidetracked until our well-laid plans go up in flames. We spend the rest of the day trying to put

out somebody else's fire or working to resolve issues that weren't there in the morning. Before you know it, the day is gone, and you're completely off schedule. When the distractions are your own, sticking to a schedule requires self-management. When the needs of others try to impede upon your plans, it takes effective relationship management to finesse the relationship while ensuring your priorities are still addressed.

Embracing Change

Show me somebody who claims to love change, and I'll show you a well-intentioned liar. Change is uncomfortable for everyone at times, and, for many of us, it makes our skin crawl. Those who apply well-honed self-awareness and self-management skills tolerate change much more successfully than others. Self-awareness enables you to adjust comfortably to change, because it gives you the perspective needed to realize when change is coming and how it's affecting you.

Self-management keeps you cool in the moment-often with a reminder that even the most stable, trusted facets of your life are not

completely under your control. Those most averse to change, who possess great selfawareness and self-management skills, even set aside a small amount of time each week to list possible changes and what actions they can take in response.

Mastering Conflict

Emotional intelligence is commonly mistaken as a synonym for "nice." In fact, the most emotionally intelligent response is often one where you openly and directly express yourself. To paraphrase Aristotle, getting angry is easy. Getting angry with the right person, at the right time, and to the right degree requires emotional intelligence. Emotional intelligence doesn't allow lashing out or dead presenter's most inspiring making yourself into someone else's doormat. To be assertive, you have to know what you're feeling, read the other party accurately, and express yourself in a way that garners the best result. People with high EQs do this naturally.

Making Great Decisions

It has taken the world far too long to wake up to the fact that emotions simply cannot—and should not-be ignored when making decisions. Neuroscience shows us that sometimes the most rational thing you can do is trust your emotions when making a decision. But in order to make this work, you have to be aware of the emotions you're feeling, know why you're having them, and see how they factor into the situation at hand. Here, there is no substitute for emotional intelligence.

Giving Outstanding Presentations Few things strike primal fear in people like standing under the spotlight in a room full of people. Even the most eloquent among us can be reduced to spewing verbal garbage, once the sheer anxiety of public speaking takes hold. That's why a knock-'empresentation is often the one they deliver to their self. A bit of positive self-talk-reminding their self of all the times they have succeeded and how qualified they are to speak on the topic enables the effective speaker to use their performance anxiety to sharpen their focus and make their self more articulate. If you think that's silly, then you probably haven't tried it. Emotional in-

telligence doesn't just make you

aware of your emotions; it equips you with strategies for keeping them from holding you back.

Triple Tax Advantaged Health Savings Account (HSA) – Part 3 of 4

By Scott Horstman, GEHA Manager, Product Development

In order to take advantage of a health savings account (HSA), you must first participate in a qualifying high-deductible health plan (HDHP) and meet certain HSA eligibility requirements. The Federal Employees Health Benefits Program (FEHBP) includes some great HDHP plans, which include a HSA option.

There are more than 21 million HSA participants nationwide and are able to access the unique triple tax advantages an HSA provides. First, similar to an individual retirement account (IRA), contributions to an HSA aren't included in your taxable income. Second, investment earnings in the HSA grow tax deferred. Third, and, this is where an HSA has an advantage over a traditional IRA, is that money can be withdrawn tax

free, if used for qualified medical expenses.

Many financial planners recommend HSAs, to clients who qualify, as a core component of an overall financial plan. Reason being, beginning at age 65, your HSA funds can be used for any reason you choose. Withdrawals for non-medical reasons are taxed similar to other investment accounts such as an IRA.

However, there are limits on contributions. For 2018, (IRS Revenue Procedures 2017-37 and 2018-27) the contribution limit (plan sponsor plus participant) is \$3,450 (single) and \$6,900 (family). Participants, age 55 and over, can make "catch up" contributions and add an additional \$1,000 above the limits.

Information shared in this article should not be taken as legal or tax advice, as HDHPs may not be the best choice for everyone. To help you determine if an HDHP is right for you, consult with a trusted tax or legal advisor and review IRS Publication 502 Medical and Dental Expenses and IRS Publication 969 Health Savings Accounts

and Other Tax-Favored Health Plans.

About GEHA

GEHA (Government Employees Health Association, Inc.) is a notfor-profit association providing medical and dental plans to more than 1.8 million federal employees, retirees and eligible dependents through the Federal Employees Health Benefits Program (FEHBP) and the Federal Employees Dental and Vision Insurance Program (FEDVIP). GEHA offers three medical plans, including a High Deductible Health Plan and two dental plans. As one of the largest national medical and dental plan carriers exclusively for federal employees, GEHA provides its members access to an impressive network of doctors, dentists, hospitals and other providers. For more information, visit

geha.com.



Catalina Island Experience – Exclusive for PWC Attendees!





Beautiful Santa Catalina Island is just a 75 minute ferry ride from Long Beach! Guests will board a high speed catamaran to Catalina in Long Beach. Once onboard, guests can take in ocean breezes and look out for a glimpse of White-sided dolphins and maybe even a migrating whale!. Or come inside and enjoy a snack, refreshing beverage as you relax in comfortable airline-style seats. Once on the island you are free to explore, shop, dine and enjoy the islands water and adventure activities. Package includes:

- •Round trip ferry ticket from downtown Long Beach to Avalon
- •Choice of 1 CTC Activity voucher per person
- Avalon City Tour ~ You will be introduced to Avalon; California's only island Resort City. Your guides will entertain you with stories of early Catalina and their personal insights.
- ➤ Casino Tour ~ See the restored Avalon Theater with its extraordinary Art Deco murals and classic 1929 theater pipe organ. Then walk up to the beautiful world-famous Casino Ballroom

Depart at 9:50 am from the Catalina Express dock, and return at 3:50 pm.

Package price per person is \$120 inclusive.







Being Mindful of Your Surroundings in a New Area

Moving to a new area can bring about mixed emotions. Below are tips to help guide you in new surroundings.

Be aware of your surroundings. First, make sure you notice your surroundings. When you are familiar with your surroundings, you can take better notice of the things that are out of the ordinary. If you notice something out of the ordinary, then you don't want to be predictable. Tell someone, and take a different route to work, leave a little earlier, or leave a little later.

Don't make yourself vulnerable. Trust your gut. Everyone knows the saying, "Go with your gut feeling," and your gut feeling is not just a guess. Your gut feeling is your body responding, based upon knowledge or experience before your mind is able to fully process the material it is receiving. If you are out shopping alone and you notice someone who keeps frequently appearing to be overly observant of your actions or acting out of normal, trust your gut. If you feel vulnerable, don't be afraid to ask for assistance.

When exploring the town. Go out with trusted friends, and don't leave with strangers. Never leave your drinks unattended at a restaurant or bar. If you

do leave your drink unattended, then order a fresh drink. Not everyone you meet has the right intentions.

Be aware of who you are in the electronic world.

Remember, a lot of information is out in the public about you. If you are a part of any social media, make your settings the most secure they can be. Be careful what you put out online and how much information you put out there about your family. You don't want anyone to be able to track your every move.

Be prepared. You need to be prepared mentally. Believe and know that you can protect yourself and your family if you need to. If you're mentally prepared, you can have an upper hand if something happens. If you are confronted with a tragic event and you catch your aggressor with surprise, take advantage of that. However, if you are taken by surprise, your ability to respond appropriately and adequately is limited. Always be prepared, and know how to respond if you are confronted.

Accessible 24/7, your FAA WorkLife Solutions Program offers many resources and services to help you and your family. Options available through the program include concierge services to help with

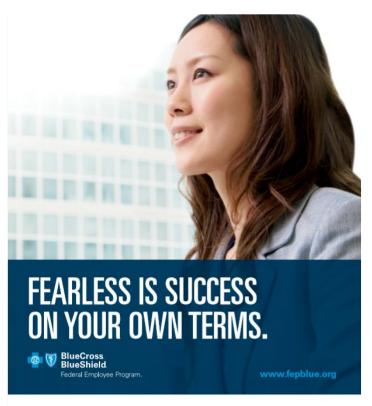
everyday events needing your time and attention, child and elder care options, legal and financial services, in-person counseling, and much more. Call your program at 1-800-234-1327, TTY Users: 1-800-456-4006, or log on to www.MagellanHealth.com/ Member to begin accessing these services today.

Live from Riyadh, Saudi Arabia

By Patty Swenor, PWC WATCH Editor

Living in Riyadh definitely has it's perks. It's a great jumping off place to other destinations. Christmas in Berlin, for example.

I've never been to Berlin, so why not? Christmas is everywhere!! There's not just one Christmas market; there are many of them. Berlin is an easy city to get around in as well. The metro and bus lines provide easy access to historical sights and the airport.



With more healthy benefits, smart online tools and incentives,



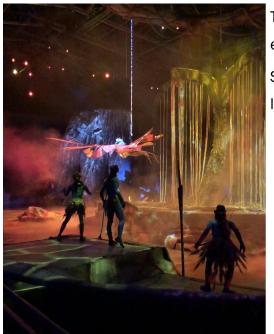
Live from Riyadh, Saudi Arabia Cont.





Plus, there are many opportunities in Riyadh to attend embassy events. This quarter, we attended a New Year's Eve masquerade ball, the Scottish Caledonia Society Burns Night social, and another Masquerade Night at the British Embassy. I received a certificate for my performance of Red, Red Rose at the Burns Night event.

As part of Saudi Arabia's Vision 2030 to "improve the lifestyle of individual and family and to build a society in which individuals enjoy a balanced lifestyle, by setting up the environment necessary to support and provide new options that enhance the participation of citizens and residents in cultural, entertainment and sport activities," we were excited to get tickets to see Cirque Du Soleil Toruk.



The Janadriyah Cultural Festival did not disappoint again this year either, as they honored Malaysia.

So, when others ask how I like living in Saudi Arabia, what's not to

like!!



Training Agenda Highlights

Compiled by Christine Johnson



Life Experiences - Attitude, Perspective, and Making Choices Brian Shul, Vietnam War Veteran and SR-71 Pilot

Shul served as a Foreign Air Advisor in the Vietnam War, flying 212 close air support missions in conjunction with Air America. Near the end of hostilities, his AT-28 aircraft was shot down in the vicinity of the Cambodian border. Unable to eject from the aircraft, Shul was forced to crash land into the jungle. Surviving the initial impact of the crash, he suffered severe burns in the ensuing fireball. Crawling from the burning wreckage and surviving in hostile territory with extensive wounds for more than a day, he was able to find a secure location to camouflage and hide himself.

He was evacuated to a military hospital in Okinawa where he was thought to have suffered terminal burns. Barely surviving two months of intensive care, he was flown to the Institute of Surgical Research at <u>Fort Sam Houston</u>, Texas in 1974. During the following year, he underwent 15 major operations. During this time he was told by physicians he'd never fly again and was lucky to be alive. Months of physical therapy followed, enabling Shul to eventually pass a flight physical and return to active flying duty.



The Sky Is the Limit – Or Is It?
Dr. Janet Lapp, Ph.D.

Our visiting change leadership expert is Dr. Janet Lapp whose Ph.D. is from McGill University Montreal. Dr. Lapp led a successful career as a university professor until beginning work in Change Leadership over 25 years ago. Her books and programs have created clear, actionable paths for organizations around the world, from the Instituto de Ejecutivos de Finanzas to Ritz-Carlton Hotels to IBM Sales to the government of St. Petersburg, Russia. She inspires leaders through disruptive change to be courageous enough to take innovative risks, focus on possibilities not just problems, and be flexible enough to drop what is no longer needed.

A current flight instructor, Janet is based at Mc Clellan-Palomar Airport (KCRQ) and has flown her airplane throughout South America and Africa, and flies monthly to central México with the Flying Doctors of Mercy (ligainternational.org) where she founded Liga Mujeres - a water filter installation, health education, and micro-finance program for the rural indigenous.

Day 2 What is Sexual Assault?

FAA Civil Rights (ACR), FAA Security and Hazardous Materials Safety, (ASH),

FAA Chief Council (AGC), FAA Human Resources, Women in Aviation (WAI), EAP.

Domestic violence, sexual assault, and stalking have the potential to affect every Federal workplace across the United States. It is the policy of the Federal Government to promote the health and safety of its employees by acting to prevent domestic violence, sexual assault, and stalking within the workplace and by providing support and assistance to Federal employees whose working lives are affected by such violence.

Sexual assault refers to a range of behaviors, including but not limited to, a completed nonconsensual sex act (e.g., rape, sodomy, child molestation), an attempted nonconsensual sex act, and/or abusive sexual contact. Sexual assault includes any sexual act or behavior that is perpetrated when someone does not or cannot consent. A victim of sexual assault may know the perpetrator, such as a co-worker or a supervisor, and/or may be involved in a dating or marital relationship with the perpetrator, or the perpetrator may be unknown to the victim. Lack of consent should be inferred when a perpetrator uses force, harassment, threat of force, threat of adverse personnel or disciplinary action, or other coercion, or when the victim is asleep, incapacitated, unconscious, or physically or legally incapable of consent.

Flight to Success: Overcoming Fear to Reach Your Goals
An aviator's journey continues ... Changing the world one word at a time

Karlene Petitt, an international airline pilot, typed on B747-400, B747, B767/757, B737, B727, A330, Wife, mother, grandmother, two Masters degrees, Doctoral candidate Embry-Riddle Aeronautical University, and author of:

Aviation thrillers: Flight For Control, Flight For Safety , Flight for

Survival. and Flight For Sanity

Motivation: Flight To Success Be the Captain of Your Life.

Children's: I am Awesome: ABCs of Being me.

Achieve one's goals in life by learning how to identify and break through the barriers of fear.



RESPECT Campaign

Trish Gilbert, National Air Traffic Controllers Association VP, Garth Koleszar, and Irene Willard

The Professional Standards Program started in 2010 to promote and maintain the highest degree of professional conduct through peer-to-peer resolution. Over the past several years, many other programs
have been created with the intent to have a positive impact on that human element.

And the latest is the RESPECT campaign. The goal of the RESPECT campaign is to establish and support a workplace that creates an environment of mutual dignity, support and respect between individuals that work to protect the NAS. The campaign will strive to foster continued professionalism in each of our workplace relations through education and interaction.



RESPECT Stands for: Responsibility, Example, Safety, Professionalism, Empathy, Communication, Teamwork.

We can build a supportive workplace culture through awareness, education and meaningful conversations. We make critical choices every day and this is no different. When we choose to respect each other, together we create and maintain a culture of collaboration, safety and professionalism.

Noise and Its Ramifications in the NAS

Rebecca MacPherson, Rebecca Cointin, Tamara Swann; Moderator Doris Arno

Technological change in air traffic usually develops at a slow pace due to the high safety requirements and the enormous coordination effort needed to harmonize standards/systems. Its evolution is predominantly shaped by regulation and the monopolistic infrastructure operators. New potentially disruptive technologies are emerging in air traffic as the speed of innovation continues to increase exponentially. Noise and the environment can be greatly impacted and have ramifications in the National Airspace System (NAS). What is the FAA doing to mitigate these impacts and ramifications?

Improving the OJT Experience

Steve and Sue Meeks

Everyone wins if government works better. As a team, Infina provides innovative solutions and services to complex problems and processes, applying our creative skill set and expertise to empower government. Infina's proficient staff is at the front line of digital media, financial services, business management, and solution development. Infina provides communication services that empower better and more efficient government by offering innovative solutions to complex processes and training through creative communication and avant-garde digital media. Infina is a woman-owned company recognized by the U.S. Small Business Administration (SBA).



Day 3



Program available at https://www.wai.org/sites/default/files/assets/19conference/

















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The Federal Long Term Care Insurance Program"

Retirement: What's Your Plan?

You've reached retirement, and now it's time to enjoy the next chapter of your life. But should unforeseen circumstances arise-such as the possible need for long term care—do you have a plan to help ensure your hardearned savings are protected?

Including the Federal Long Term Care Insurance Program (FLTCIP)—designed specifically for the federal family-as part of your retirement plan can help safeguard your savings and assets should you ever need long term care.

Note: Certain medical conditions, or combinations of conditions, will prevent some people from being approved for coverage. You need to apply to find out if you qualify for coverage under the FLTCIP.

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The Federal Long Term Care Insurance Program is sponsored by the U.S. Office of Personnel Management, insured by John Hancock Life & Health Insurance Company, and administered by Long Term Care Partners, LLC.





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