

FALL 2020

THE WATCH

WOMEN AIR TRAFFIC CONTROLLER'S HOTSHEET

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Professional Women Controllers, Inc.
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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.

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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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View from the Tower

By Christina Calvert, President, Professional Women Controllers, Inc.

Hello PWC members,

I hope you are all as well as can be expected given we are still in a pandemic situation. I recognize this may be a difficult time for many of you. One of the challenges I see some of you facing is deciding whether to put your child in school this year or keep them home. Some of you may even choose to home school. Some of you may have no choice in the matter. I am grateful my children are now young adults and I don't have to deal with these tough decisions but I do empathize with you. As we interact with others, keep in mind we are each dealing with current issues individually. Kindness and appreciation go a long way.

FAA Administrator, Steve Dickson, recently said, "Just like safety is a journey, so is diversity and inclusion. It's not an end in itself. It needs to be part of our being." Recognizing we can do even more as an organization, PWC will be focusing on the importance of diversity, inclusion, and raising awareness of implicit biases. We also aim to increase the number of women of color in the air traffic control field. If you have any suggestions or would like to help with this important mission, please reach out to me.

UPCOMING EVENTS:

September 2nd: PWC social event on Zoom. We miss you all and would love to see your faces! Look for an email with login information. 2000 EDT.

September 10th: "Rethinking Diversity". PWC will be hosting this training session delivered by the FAA Office of Civil Rights. 1400-1600 EDT.

September 10th-11th: PWC Board of Directors quarterly meeting (virtual).

We are working with Penn State to develop PWC-specific training on diversity and biases. Look for this session in the fall. We will keep you updated!

BOOK CLUB:

If you want to get a head start on this year's book club selection, you can [purchase *The Diversity Code* by Michelle Johnson on Amazon](#). A donation is made to our scholarship fund for each purchase made through Amazon Smile/PWC scholarship. Our book club quarter is December-February. Author Michelle Johnson will be facilitating a discussion with readers in January.

As we interact with others, keep in mind we are each dealing with current issues individually. Kindness and appreciation go a long way.

One of our board meeting agenda items is discussing the 2022 conference. We were waiting to understand more about the effects of the pandemic before we solicited nominations for 2022. It is time for us to make a decision on this so please think about nominating a location (nominees are automatically conference chairperson).

Take care,

Christina



Step Up and Lead

Interview with Wendy Stevens, Operations Supervisor at Kansas City Center

What was your main motivation to apply to the Air Traffic Leadership Development Program?

The ATLDP provides controllers from lower level facilities the opportunity to expand their knowledge of the Air Traffic Organization (ATO). By immersing myself in this opportunity, I am able to become a better steward of the profession and further develop my competencies as a leader.

What about the curriculum in ATLDP made this program different than others you could have chosen and ultimately most effective?

The effectiveness of the ATLDP was unparalleled to other training opportunities I've encountered in this organization. The hands on curriculum allows individuals with different learning styles the opportunity to develop skills that may otherwise be difficult to refine. This program also fosters a positive learning environment that allows the cadre and classmates to develop lasting relationships.



What did you learn about yourself through this program that you did not know before?

I was able to realize that I can achieve anything I put my mind to through this opportunity. Initially, I received feedback from my frontline managers that I wasn't ready for the next step and that I needed to spend more than fifteen years working as a controller before I could lead them. I took everything that was said by all of the managers at my facility, both positive and negative, and used it as an opportunity grow. After attending the ATLDP, I sat down with my managers and went through all of the course material and listened to all of the feedback they had for me. I feel like the course work, supervisor input, and peer support that I've experienced has helped me gain the confidence and skill set I needed to be an operational supervisor.

STEP UP & LEAD | **APPLY NOW** for the Air Traffic Leadership Development Program

ATLDP is designed for Certified Professional Controllers who want to develop leadership skills in preparation for the job of Operations Supervisor.

This highly interactive program includes:



Leadership assessment and feedback



Leadership workshop (5 days)



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APPLICATION OPEN:
June 3 - September 30, 2020

For information and to apply, visit my.faa.gov/go/atldp or email us at 9-ATO-ATLDP-Program-Office@faa.gov

What would you say to someone that is considering applying to ATLDP? What words of advice would you give?

I've already recommended the course to many of my colleagues. ATLDP was by far the best course I have ever attended in this agency. The overall experience and connections I've made are invaluable. That being said, I would also recommend this course to anyone who is considering becoming a supervisor and is concerned about making the transition from operations to management. It provides a lot of helpful guidance and information about the Air Traffic Organization that controllers don't get to experience on a daily basis.

How will you apply your experience in AT-LDP to your everyday job experience and long-term career goals?

ATLDP has taught me balance between being reactive and taking time to step back and evaluate situations. As controllers we are taught to react quickly to situations and to always have a plan B. In ATLDP, I've learned the valuable skill of being patient and assessing a situation from all angles. I feel like patience is a necessary and valuable skill that supervisors have to possess both in the day to day operations and throughout their careers.



Welcome New Members!

**Jenny Rubert, PWC Membership
Director**

- **Rachel Gilmore**
- **Shane Shepherd**
- **William Barbour**
- **Karen Pina**
- **Wayne Hubbard**

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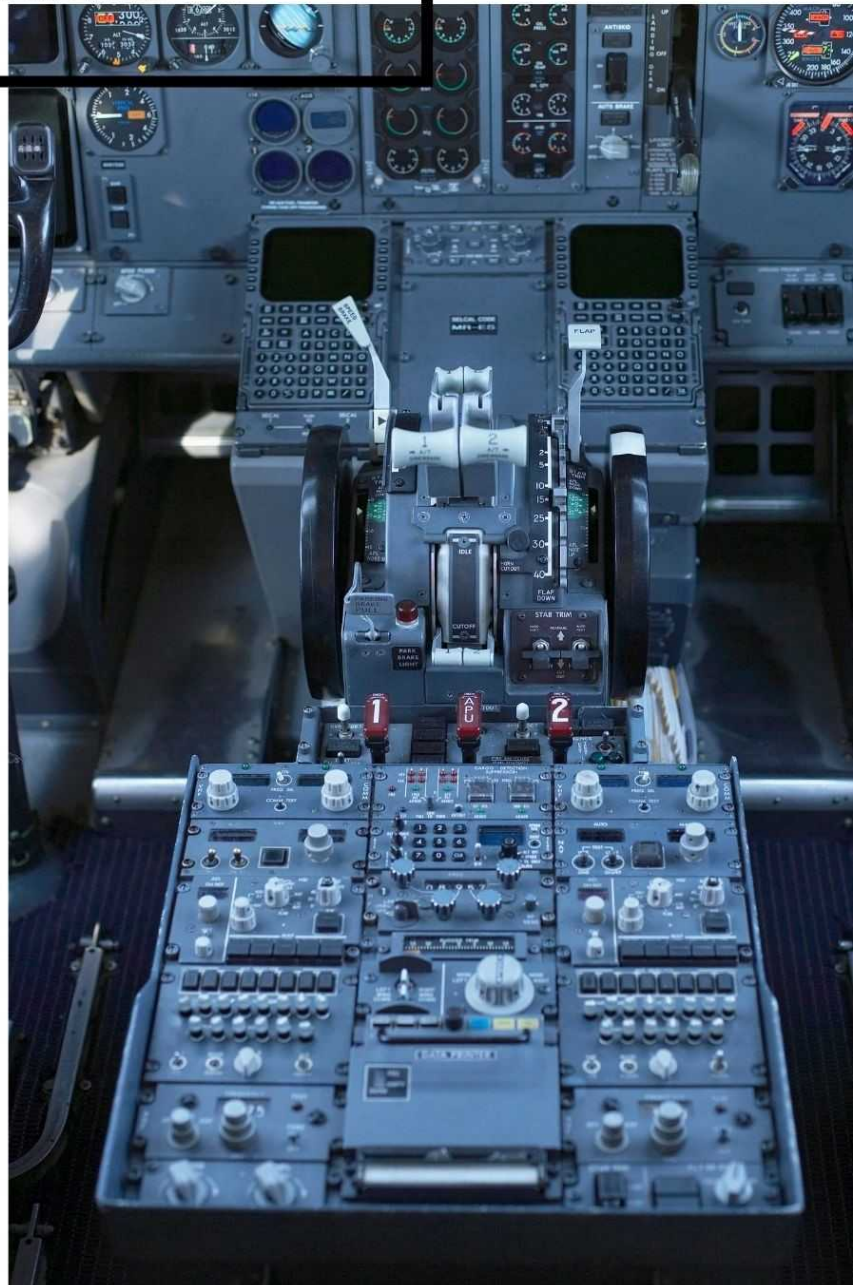


PLANE LANGUAGE

by Adrienne Krunich

Bridging the Communication Gap Between Controllers and Pilots

This column will be dedicated to bringing clarity to the everyday operational issues we deal with when communicating on frequency. Here we will highlight topics that arise and try to understand what is really happening on the other side of the frequency. As a controller and commercial pilot, I many times see a breakdown in communication between the two parties play out on frequency. This is usually due to a lack of a shared knowledge base, differences in priorities, perspectives, or sometimes training. Mutual trust and understanding is essential for this partnership, so it's critical we understand each other. My hope is that this column will serve as a jumping off point for discussion and bring us closer to speaking the same language.



Plane Language

Today's topic: Vacating Altitudes: Why do pilots report vacating an altitude and is it necessary?

Recently I had a pilot friend of mine text me "Can you help settle something for me? The captain I'm flying with insists we notify ATC every time we descend out of an assigned altitude, but I don't see how this is necessary. As a controller, what's your take?"

The short answer is pilots report vacating an altitude because the AIM states it is required to do so. The AIM is the Airman's Information Manual, and is the gold standard reference book for pilots. Though it is not regulatory, it is the primary source for information for pilots industry-wide.

The AIM states in Chapter 5 - Air Traffic Procedures, Section 3 - Enroute Procedures, Subpart 3 - Additional Reports:

5-3-3. Additional Reports

a. The following reports should be made to ATC or FSS facilities without a specific ATC request:

At all times.

(a) When vacating any previously assigned altitude or flight level for a newly assigned altitude or flight level.

Pilot's Perspective

Pilots may be unfamiliar with what information is readily displayed to each respective controller as they transition from a center controller to an approach controller to a tower controller. Because controllers each have a different set of tools and equipment they use, and also use different separation rules and have different FSOPs, pilots will often default to erring on the side of caution with position reports to ensure they are in compliance with all regulations. It is also a cultural norm within the pilot community to be concerned about an accidental mistake

leading to a deviation or violation which could go on their pilot record. The concern is that this could result in a permanent effect on their job security. Pilots work is in the private sector, which is much less stable than government employment, one in which an accidental error could cost them their career. In short, if the AIM shows it as a required report, many of them will continue to report. Additionally many companies may have internal standard operating procedures that explicitly require that their crew members use a vacating altitude report.

Controller's Perspective:

As controllers, when we hear some pilots report leaving an assigned altitude, we may wonder why they are making that report. We may be thinking, I know they are descending/climbing, I issued the clearance and I am also scanning my radar display.

In reality, on a day-to-day basis in the *en route* environment, controllers do not need to hear a vacating altitude report. Once a new altitude is assigned to an aircraft and the controller issues that clearance, the controller has sterilized all altitudes in between the aircraft's current altitude, and the newly assigned one. In other words, once a new altitude is assigned, there is no need to report leaving the altitude, because all altitudes between the current altitude and the newly assigned altitude, are safe for the pilot(s) to use. Additionally, we see the altitude component of the data block associated with the radar target of the aircraft update within a few seconds of the aircraft's actual altitude change. Other instances in which a vacating altitude report may be helpful, but certainly not necessary, would be if the pilot(s) had been issued a crossing restriction or a pilot's discretion descent. Crossing restrictions and pilot's discretion descents will be discussed at length in a later column.

Exceptions to this would be in a non-radar environment, or when an aircraft has lost mode C altitude reporting capability, and the controller must manually update the aircraft's altitude into the data block. In this case the controller will most likely solicit updated altitude reports from the pilot(s). But under normal conditions, this report is unnecessary.

Discussion:

One reason I see for many communication breakdowns is controllers and pilots are literally not on the same page with each other. In other words, controllers main reference is FAA Order 7110.65, and pilots are usually referencing either the AIM or the FARs (Federal Aviation Regulations, now technically the CFRS – Code of Federal Regulations). In the case of reporting vacating altitudes, it's more a case of understanding that controllers technology, although certainly not as up to date as we would like, has superseded the need for this reporting requirement, but the written guidance has not yet caught up.

Pilots, if you hear a congested frequency, this report is a low priority one that isn't needed by the controller in today's NAS. Once your new altitude is assigned, controllers do not need a verbal advisory that you are leaving. Controllers, understand that a pilot who reports this is one who is concerned about being safe and legal, and simply acknowledge the report before moving on.

Do you have a question about a breakdown in communication or a topic you'd like to see discussed here?

Email it to pwcinc.watch@gmail.com

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#PWC2021PuertoRico

By Louisa Ocasio, Conference Chair 2021

¡Saludos a todos!

I am excited to invite you all to my beautiful island of Puerto Rico for what is to be a rewarding PWC conference! The conference will be held at the historical Caribe Hilton Hotel. Be sure to check it out at <https://www.caribehilton.com/timeline-express/>.

I chose the theme “Caribbean Synergy,” because the Caribbean is a place where islanders know and understand the meaning behind working together. They understand the value of coming together to build something stronger and better than they could have ever done on their own. Puerto Rico has been hit with quite a few devastating events in the past few

years. Events where families have lost their homes, their jobs, and, sadly, loved ones. Although broken, they don’t wait for others to do something; they come together as one to rebuild, restructure, and support each other through the challenges they face. Despite their own suffering, they reach out to other Caribbean islands and offer help and welcome those in need.

They understand helping each other is the only way they are going to survive.

And isn’t that what we want for our membership? For our human race? To be united and supportive of each other? To understand that only coming together as one do we create the synergy necessary to overcome obstacles and succeed as an organization? Heck Yeah!

Along with my local conference team: Tamara Sabalier, Nadezchka James, Teresa Gotay, Connie Siciliano, Molly Kent, Chris Rojas, Marluan Diaz, Denisse Rivera, Samariah Abdelfattah, Melissa Martinez, Vanessa Shimmers, and other team members. [#PWC2021PuertoRico](https://www.pwcinc.org) Caribbean Synergy plans to offer great speakers and training revolving around individual contributions and growth. We plan on creating a positive synergy which will spread far wider than COVID19, because the sum of the whole is much larger than its parts.

2021 PWC NATIONAL TRAINING CONFERENCE

Caribbean Synergy

CARIBE HILTON HOTEL,
San Juan, Puerto Rico
May 4-7, 2021

¡Saludos a todos!
You're all invited to my beautiful Island of Puerto Rico for what is certain to be a rewarding and memorable 2021 PWC conference! I am Louisa Ocasio, the local Conference Chair for PWC's National Training Conference, "Caribbean Synergy," being held May 4-7, 2021 in San Juan, Puerto Rico.

Caribe Hilton: An Iconic Caribbean Treasure
PWC's 2021 Conference will be held at San Juan's historic Caribe Hilton, where you'll admire ocean and tropical garden views from one of the most famous hotels in Puerto Rico. Set on a secluded peninsula with 17 acres of lush foliage, this resort is situated between historic Old San Juan and the culturally rich Condado area of San Juan.

PWC and "Caribbean Synergy"
Why "Caribbean Synergy?" Because the Caribbean is a place where islanders know and understand well the meaning behind working together. They understand the value of coming together to build something stronger and better than they could ever have accomplished on their own — similar to PWC.

In the past few years, Puerto Rico has been hit with a number of devastating events where families lost their homes, their jobs, and, sadly, their loved ones. Although broken, they don't wait for others to do something; they come together as one to rebuild, restructure, and support each other through the challenges. Despite their suffering, they reach out to other Caribbean islands and offer help and welcome those in need. They understand helping each other is the only way to survive.

¡Te esperamos!
Stay tuned to www.pwcinc.org for hotel and conference updates.

#PWC2021PuertoRico

By Louisa Ocasio, Conference Chair 2021

To connect our past, present and future, we will host an event to honor our retirees (past), a networking event (present) and a science technology engineering and mathematics (STEM) event (future).

Opening Reception Theme: El Yunque Rainforest.

El Yunque National Forest is the only tropical rainforest in the national forest system. At nearly 29,000 acres, it is one of the smallest in size, yet one of the most biologically diverse of the national forests hosting hundreds of animal and plant species, some of which are found only here.

Banquet Theme: Festival Caribeno "El Vejigante"

The Vejigante (vay-he-GAHN-tay) is a fantastic, colorful character that was introduced into carnival celebrations in Puerto Rico hundreds of years ago. He is a classic example of the blending of African, Spanish, and Caribbean influences in Puerto Rican culture. Sounds like synergy! Both events are geared to celebrate the culture, history, and joy the Caribbean

brings.

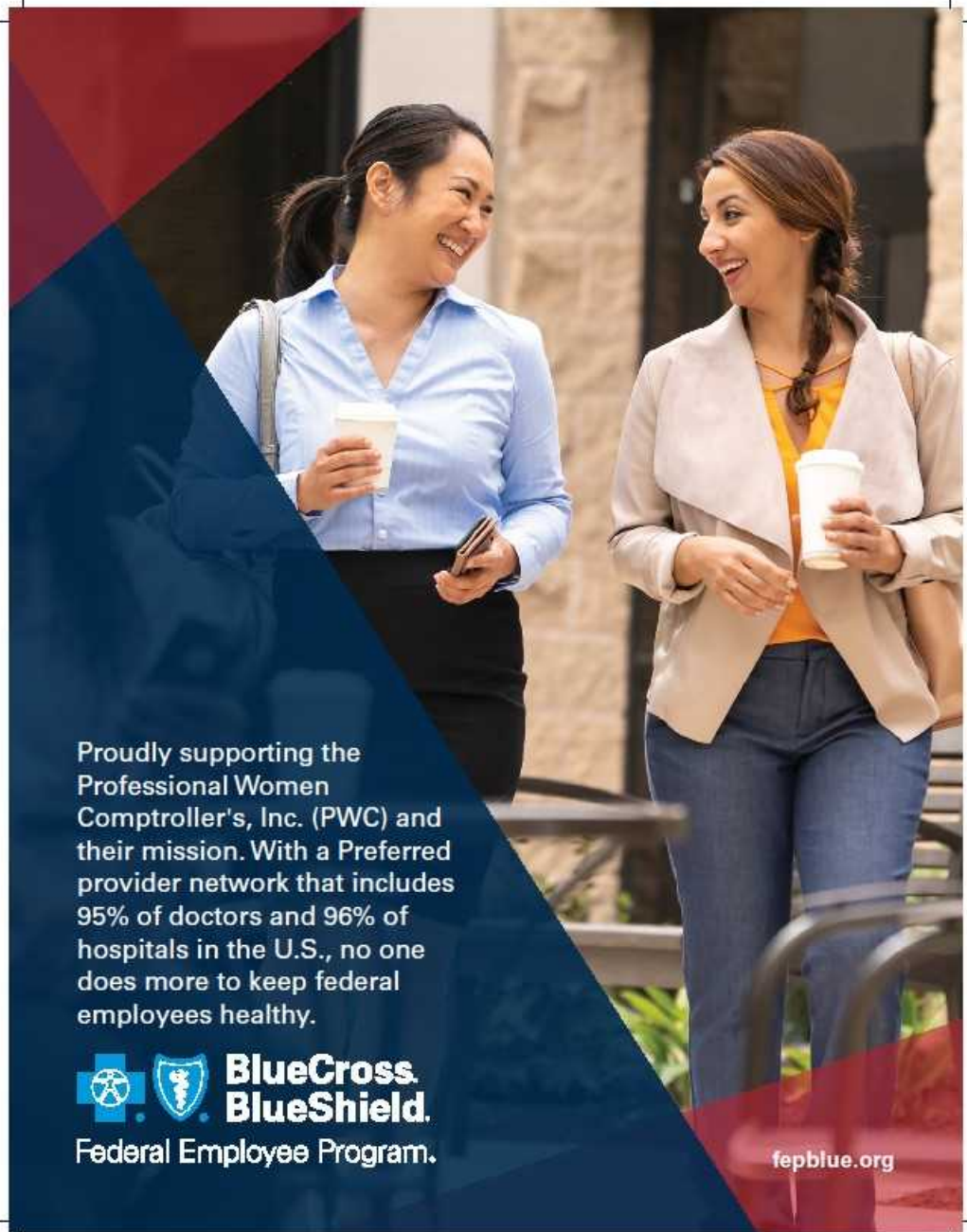
Day Trip/After-hours recreational activities:

Due to COVID19, we do not have anything confirmed however there will be something for everyone

to enjoy whether it will be hiking, shopping, snorkeling, or kayaking.

Please stay tuned to pwcinc.org for hotel and conference registration.

"¡Te esperamos!"



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**19TH AMENDMENT
CENTENNIAL**



AUGUST 1920/2020

Caregiving: The FLTCIP Offers Support When You Need It Most

No matter your stage of life, it's always a good idea to have a long-range health plan in place. One thing to keep in mind is coverage for any potential long term care needs.

Long term care is personal care and other related services provided on an extended basis to people who need help with specific everyday activities (called activities of daily living) or who need supervision due to a severe cognitive impairment, such as Alzheimer's disease. The need for long term care can strike at any time in life due to chronic illness, injury, disability, or the aging process. And most long term care is provided at home and not in facilities. This type of care is expensive, and is generally not covered by traditional types of insurance plans or Medicare.

Who will provide care?

The need for long term care can be a significant change for someone who is accustomed to independent living. This experience can be overwhelming, not only for you—but for your loved ones too. The demands of caregiving can be stressful, and often take a toll on a caregiver's health and well-being.

A caregiver can be your family member, friend, or neighbor. About 80 percent of care at home is provided by unpaid caregivers.¹ Caregiving responsibilities can include homemaking and hands-on care with daily activities, such as bathing, dressing, or feeding.

Taking care of a loved one is a time-consuming commitment. Even if a family member or friend can find the time to take care of you, it often comes at a tremendous financial and emotional cost. Caregiving can cost the average caregiver in lost wages and, often times, a caregiver's own health can deteriorate. Caregivers report having difficulty finding time for one's self, managing emotional and physical strain, and balancing work and family responsibilities.²

The FLTCIP can help

Applying for insurance coverage under the Federal Long Term Care Insurance Program (FLTCIP)—designed specifically for the federal family—may be a smart choice for you. The FLTCIP is designed to reimburse for qualified long term care services and can lessen or eliminate an individual's reliance on a loved one to provide hands-on

care. As you assess the FLTCIP's value, consider these important benefits:

The FLTCIP offers coverage in a variety of settings—at home or in a facility, such as an assisted living facility, an adult day care, or a nursing center—and your choice of caregiver.

The stay-at-home benefit includes a range of covered services that support care in your home, helping you maintain your quality of life in familiar surroundings.

Informal care provided by friends and family members, as long as they do not live in your home at the time you become eligible for benefits. (Benefits for family care are limited to 500 days.)

The premium stabilization feature is designed to reduce the potential need for future premium increases. Under certain conditions, this feature may be used to offset your future premium payments or provide a refund of premium death benefit to your estate or designated beneficiary.

The FLTCIP is portable and guaranteed renewable, which means you can continue to keep your coverage as long as you pay your premiums.

Start planning today

To determine if the FLTCIP is right for you, visit [LTCFEDS.com](https://www.ltcfeds.com) to access a suite of online planning tools.

For personalized assistance, call **1-800-LTC-FEDS** (1-800-582-3337) **TTY 1-800-843-3557** to speak with a program consultant. They are available to answer any questions you may have and can walk you step-by-step through the plan design and application process.

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.

More about the FLTCIP

Established by an act of Congress in 2000 and overseen by the U.S. Office of Personnel Management (OPM), the FLTCIP is designed to meet the specific needs of the federal family. The long term care insurance under the

FLTCIP provides industry-leading benefits and offers flexible options that allow enrollees to tailor coverage to meet their needs.

The FLTCIP 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.

1. U.S. Department of Health and Human Services. "Who Will Provide Your Care?," longtermcare.acl.gov/the-basics (accessed July 2019).

2. National Alliance for Caregiving. "Taking Care of You: Self-Care for Family Caregivers," <https://www.caregiver.org/taking-care-you-self-care-family-caregivers> (accessed August 2020).

NATCA Celebrates 100th Anniversary of 19th Amendment

By Brandi Teel, NATCA Public Affairs Specialist

This August commemorates the 100-year anniversary of the 19th Amendment to the U.S. Constitution that gave women the right to vote. Suffragists began their organized fight for women's equality in 1848, demanding the right to vote during the first women's rights convention in Seneca Falls, N.Y. For the next 72 years, women leaders lobbied, marched, picketed, and protested for the right to the ballot.

The U.S. House of Representatives finally approved the Susan B. Anthony Amendment, which guaranteed women the right to vote, on May 21, 1919. The U.S. Senate followed with approval two weeks later. The 19th Amendment then went to the states, where it had to be ratified by 3/4ths of the then-48 states to be added to the Constitution. By a vote of 50-47, Tennessee became the last state needed to ratify the 19th Amendment on Aug. 18, 1920. U.S. Secretary of State Bainbridge Colby issued a proclamation declaring the 19th Amendment ratified and part of the U.S. Constitution on Aug. 26, 1920, forever protecting women's right to vote in America.

As we commemorate the 100th anniversary of the 19th Amendment to the U.S. Constitution, we must also remember that the struggle did not end there. Many black and native American women in the United States were not able to vote until many years later.

NATCA Executive Vice President Trish Gilbert stated, "While achieving women's suffrage was a major victory, many women did not get that right until the Voting Rights Act of 1965 eliminated those other voting barriers. Today, more than 68 million American women vote in U.S. elections, because of the courageous suffragists that won their fight 100 years ago and those that had to continue to fight for equality. It is especially appropriate that we mark this important anniversary during a national election year. As we are nearing election day, Nov. 3, NATCA and the NATCA Legislative Committee (NLC) are continuing the work to educate all members of our Union. We encourage everyone to do their research in advance of this upcoming election. Ask questions and stay engaged. But most importantly, go vote. So many

people fought for decades, so women could participate in our political system. We must not take these voting rights for granted. Our participation honors their sacrifices and continues their legacy of making our republic more democratic and representative."

"During this centennial of the nineteenth amendment, it is fitting that we pause to reflect on how far we've come as a nation since women were granted the right to vote," says NLC Co-Chair Trisha Pesiri-Dybvik.

"Women have voted at a higher rate than men in every Presidential election since 1980. More women are serving in the 116th Congress than ever before. While the right to vote in a free and fair election is the very foundation of our representative democracy, we cannot take it for granted. The long struggle for women's suffrage is an important part of our nation's history and an indispensable advancement in the strength of our country.

"I am grateful to be a part of NATCA," continues Pesiri-Dybvik, "an organization that seeks to promote equality

NATCA Celebrates 100th Anniversary of 19th Amendment

By Brandi Teel, NATCA Public Affairs Specialist

within our membership and our profession and works to recognize the valuable contribution that all of our members have to make. NATCA celebrates diversity and stands up for the rights of all our members. Our leadership understands that when we are all valued equally, we are truly at our best.”

NATCA’s NLC membership is composed of more women -- six, out of the 10 regions -- than ever before in our Union’s 33-year history. Additionally, three other women serve as alternate committee members, with many more female member activists involved throughout the Union’s po-

litical and legislative programs.

“The increasing involvement of women in NATCA legislation is in a word, empowering,” said NLC Great Lakes Regional Rep Erin Phelps. “Every single one of us belongs here, from the newest member who has an interest in legislation to the member who has invested years in their commitment. The strengths of the legislative-minded women of this Union can be seen not only in the unique experiences we have each had, the ideas we bring forward, but also in how we encourage each other, the efforts we take to understand each other, and how we work together.”

I think the women’s suffrage movement is an important piece of U.S. history because it encouraged women to educate themselves in the political process and empowered them to get involved and speak up so they can have just as loud of a voice as any other citizen,” added NLC Southern Regional Rep Jenny Chhetri. “As we approach the election, mobilizing women in NATCA to vote and get involved legislatively is crucial to electing candidates who advocate for our Union and issues important to women as a whole.”



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Saturday, September 26, 2020

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Using Learning Styles to Ensure Success in Technical Training

By Dr. James E. Sulton, III

Those that participate in on-the-job training (OJT), especially in technical environments, bring a unique and diverse set of skills to the learning experience. From differences in personality traits to past experiences, the way that we learn is dissimilar from one person to the next. Actually, there are many types of learning styles and technical training can be designed to meet the distinct needs of individuals that are being trained.

Adult Learning Theory

The central premise of adult learning theory is rooted in the notion that adults learn differently than children. While there is no single theory that explains how adults learn best,

Malcolm Knowles—widely regarded as the leader in adult learning theory—developed the art and science of how adults learn known as “andragogy”. The four primary principles of the andragogical approach are:

Adults learn better from experience.

Adults favor a pragmatic approach and must be able to apply learning to solve a specific problem.

Adults are most interested in learning things that have immediate relevance.

Adults need to be involved in the planning and evaluation of their instruction.

To further contrast the way in which adults learn as compared to children, please see the table below.

Differences in Children and Adult Learning

Children	Adults
Provides a basic foundation of knowledge.	Have an extensive base of knowledge and life
Typically have no choice and may be forced to study.	Understand why they are learning and motivation is usually high.
Need someone to lead the educational process.	Benefit from facilitated learning that allows for
The teacher plays a central role in the learning experience.	The teacher’s role can be filled by a peer, mentor, coach or informal trainer.

What Are Learning Styles?

Learning theory provided a foundation to additional research into learning styles. One researcher, Howard Gardner, developed the Seven Learning Styles including visual, auditory, reading/writing, kinesthetic, logical, interactive and solitary.

Visual

These individuals learn by what they can see and understand new concepts through viewing pictures, images and the spatial relationships of objects. Visual learners are best reached with presentations, diagrams, videos and charts.

Continued on Page 38



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Notices to Airmen (NOTAMs)

Some 1.3 million Notices to Airmen (NOTAMs) are processed each year, and the average flight plan generates approximately 70 pages of NOTAM information that pilots and controllers are required to be familiar with. This large volume of NOTAMs creates challenges associated with issuing them and contributes to safety concerns. NOTAM modernization is one of the top safety priorities for the agency.

This is a good thing, because if you google NOTAMs, the comments that pop up highlight how difficult and outdated the NOTAM system is. Users are frustrated with how NOTAMs are written and categorized. There are seven different types of NOTAMs making it difficult to keep them straight.

NOTAM (D)

Usually not included in a weather briefing unless specifically requested, NOTAM (D) outlines all local and distant (D) NOTAMs for all navigational facilities, public use airports, seaports, and heliports in the U.S. chart supplement. For example, information regarding runway closures or obstructions can be found in this NOTAM.

FDC NOTAM

FDC, or Flight Data Center NOTAMs outline changes to in-

strument approach procedures and airways within the U.S. The next time you're flying IFR, you should be checking them before you go.

Pointer NOTAM

A pointer NOTAM, literally points out another NOTAM. NOTAMs listed as a pointer NOTAM highlight crucial information that shouldn't be overlooked.

SAA NOTAMs

Special Activity Airspace NOTAMs are issued when the airspace is active outside its normally published times and when required by the published schedule.

(U) NOTAMs

A subpart of NOTAM (D), (U) NOTAMs come from an outside source and which have not yet been verified by management personnel.

(O) NOTAMs

A subpart of NOTAM (D), (O) NOTAMs are information that doesn't fit NOTAM criteria but may be beneficial information for pilots.

Military NOTAMs

NOTAMs pertinent to the U.S. military navigational aids and airports located within the national airspace system.

The NOTAM modernization effort already has multiple stakeholders.

NOTAM Modernization

By Written —by Amy Magstadt, Kansas City Center, Quality Control Manager

Different facets of the ATO are moving forward with solutions, which the Top 5 will complement. Since first issued in the 1920s, NOTAMs have remained largely unchanged, and have provided pilots, operators, and aircrews with essential departure, in flight, and arrival information involving the abnormal status of a component of the NAS that could affect a flight or prevent it from being completed as planned. Updating the NOTAM system will make it much easier to use.

The problem is the critical safety information provided in NOTAMs is challenging for pilots to easily understand because the notices are written in all capital letters, using abbreviations, keywords, and shorthand. Lacking plain language or graphical depictions, US-issued NOTAMs fail to comply with the International Civil Aviation Organization's (ICAO) globally-recognized NOTAM formatting standards.

The NOTAM modernization team is addressing this serious safety risk by improving the presentation of NOTAM information, prioritizing or highlighting the most important information, and optimizing pilot review and retention of relevant information. The initiative also addresses legislative requirements which mandate that no enforcement action may be taken against a NOTAM violation until the FAA Administrator certifies the agency has a single, internet-accessible NOTAM repository that provides sortable, filterable, archivable, and machine-readable functional-

ity.

Since May 2020, the NOTAM Modernization team has made numerous improvements to aeronautical information and the NOTAM system to improve flight safety. A few key improvements include:

- Aligned NOTAMs and aeronautical information under FAA Aeronautical Information Services (AJV-A), resulting in a single governing office with the authority to standardize and comply with FAA Orders and ICAO requirements
- Drafted an ICAO-compliant update to the FAA's Order 7930.2, *Notices to Airmen*, currently undergoing stakeholder review
- Established the NOTAM Search website as the designated website for NOTAMs and retired the legacy site, PilotWeb, resulting in a single, authoritative, public-facing, and internet-accessible human interface for retrieving NOTAMs

→ "The NAS grew up, but NOTAMS didn't," said NOTAMS modernization executive sponsor Abby Smith. "In the interest of safety, the simpler the language, the better. I'm really happy this is a Top 5 safety issue. It brings the attention it has needed for a long time and we have all felt in our different aspects of aviation. And I'm pleased there is extensive stakeholder engagement, both within the ATO and greater FAA as well as with industry, to address this. It isn't perfect but it's going to be whole lot better."

Sources

[Corey Komarec](#)

7 Types Of NOTAMs You Need To Know.
BoldMethod.com 01/16/2018

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Conversation with Southern Region Members

By Vonetta Lawton, Southern Regional Director

*The opinions expressed here are of each individual member who was interviewed. They do not claim to reflect the views of PWC or its board members. PWC does not discriminate on the basis of race, creed, color, ethnicity, national origin, religion or lack thereof, sex, sexual orientation, gender expression, age, height, weight, physical or mental ability, veteran status, or marital status.

During this time of COVID some of us have been getting to know family, friends and coworkers better. I decided to interview a few Southern region members to get to know them better. I would like to thank Lisa Bradfield and Marluan Diaz for sharing with PWC and answering some personal and tough questions.

Conversation with Lisa Bradfield:

Has anything significant in your life changed because of COVID?

I don't know how any air traffic controller with children could possibly say their life hasn't significantly changed. The children are home and not in schools. I am planning my life around the uncertainty of what my work schedule will look like in a week, a month, 3 months, one year. We started a five on, ten off schedule and within 48 hours' notice, changed to five on, five off. Not knowing when we will go back to the five on, two off sched-

ule makes life challenging to plan, especially with children, doctors' appointments, dentists etc. Now that school is not returning to normal, my husband and I have decided to homeschool our older two children. Life is full of challenges and trials but it's all in how you choose to persevere.

What is your position/job title?

Air traffic controller, pilot, flight instructor, wife, mother and disciple.

Where do you work?

Charlotte, NC

Where do you see yourself in ten years?

Ten years closer to retirement! And in all honesty, I'll be in Charlotte as long as my children are here.

Where are you from?

I was born in Janesville Wisconsin.

How many countries have you visited?

I've been to seven countries. I was a foreign exchange student in France and visited Switzerland while I was there. I've been to the Dominican Republic three times, the Bahamas, Jamaica, Japan, and Mexico.

Has COVID allowed you to spend more time with your family? In what way?

Absolutely, I've loved the extra time with my children and my husband although, on our working days we work opposite shifts and so we don't see each other much, but the five days on and ten days off together was a lot of fun! I am a mother of four, I have a daughter who is eight years old, and three boys; one is almost seven, another is almost three, and one 17 months. It has been so much fun spending the extra time with them. After all they are only little for a little while.

If COVID didn't happen what would have been your Spring/Summer plans?

Our major plans didn't change much, we still went on vacation, but the small things changed. My son's first birthday party had to be changed and moved to the house, we didn't get to go to kindergarten graduation but I really loved the drive through version so



Lisa Bradfield and Family

Conversation with Southern Region Members

By Vonetta Lawton, Southern Regional Director

much more! The pool is open, the lake is beautiful, and I had more time off to enjoy it all.

What is something interesting you don't mind sharing about yourself?

I'm not sure where to begin. I'll keep it aviation related, I started flying at 15. I could not drive myself to the airport but I could fly a plane! I got my pilot's license at age 16, and I continued on to get my certified flight instructor. I am a 3rd generation pilot, a 2nd generation controller, and love passing my love of aviation along to my children! When my husband is working, the kids and I will sometimes go to the airport lookout with my handheld radio and tune in to find my husband on the radio while we watch the planes. Now that my parents have moved to a nearby airpark, I hope to be able to fly a lot more!

What do you think or how do you feel about Black Lives Matter?

That is a very hard question to answer. First off nothing here is meant to offend or hurt anyone. This is my opinion. I feel like the Black Lives Matter slogan has two meanings. The first came several years ago. And I do not agree with that group or the people that are hiding behind that banner to loot, raid, squat, harass, intimidate, defund, hurt and kill. HOWEVER, the second slogan comes from a place of hurting. Like Boston Strong or Standing with Vegas, I wish there

was a different slogan though that wasn't linked to that group. A slogan that says I am here for you to stand up against racism, because as a woman in a male dominated industry I have also been discriminated against. I am a Christian, I believe we were all created in God's image. I believe every life matters, black, white, tan, etc. I think we in this country need to stop identifying ourselves and others by a heritage we did not live. I am not Irish American, I was not born in Ireland I have never been to Ireland. Most "African Americans" are the same, born here, live here and have never seen Africa. But we are both Americans. Born in the US, one of the richest and most blessed countries. The descriptors that divide us needs to stop. Priscilla Shirer puts it perfectly "I do not describe myself as a black woman, that gives too much power to my blackness. I don't want black, my race, to be the describing adjective, the defining adjective of who I am as a woman. I'm not a 'black woman.' I am a Christian woman who happens to be black." Do I believe racism is a real? Yes. Do I think we should all stand behind and support one another? Yes. But I have relatives who are cops, and relatives who are secret service who have personally been hurt by people that are doing so under the Black Lives Matter banner so I can't say I like or support the slogan because of the unfortunate cruelty of the group that is rallying behind it. No one is perfect. The only perfect

person was Jesus. Our country has made mistakes. Slavery, Japanese camps, no Irish need apply, and so many more examples, but we can't focus on the past. We can't punish today's generation for past generations mistakes. The gospel teaches us forgiveness and grace, and through the Gospel we can move on. Drop the unnecessary adjectives that divide us. We are all God's children, and should show each other grace, respect, and kindness.

Conversation with Marluan Diaz

Has anything significant in your life changed because of COVID?

COVID-19 has definitely changed everyone, even if we don't notice it right away. I felt stressed due to the uncertainty of our economy. I was fearful for the health of my loved ones. Like many, I had to adapt and change our daily routine. Now, I know we are all in this together and I was not the only one feeling that way. I am grateful I still have a job to provide for my family and we are in good health.

What is your position/job title?

Approach controller/ ATCS

Where do you work?

ZSU

Where do you see yourself in 10 years?

I have been an air traffic controller at ZSU for 14 years, next month I am

Conversation with Southern Region Members

By Vonetta Lawton, Southern Regional Director

transferring to the San Juan Tower as an operations supervisor. I am looking forward to continuing learning new things and to acquire a different perspective within the air traffic organization. I'm definitely working my plan towards a happy retirement or maybe a different career in the aviation industry.

Where are you from?

I was born and raised in Puerto Rico.

How many countries have you visited?

For me, traveling is very important and it is something I love to do. I have had the opportunity to visit at least eight countries so far, and I am hoping to continue if we are able to do so in the near future.

Has COVID allowed you to spend more time with your family? In what way?

Due to the changes in the air traffic organization in the FAA, I have been able to spend more time with my husband and my daughter. We all needed to pace our daily work/school routine. Even though we had a very restricted lockdown, as a family, we were happy to enjoy each other's company. Sadly, my extended family like my mom and dad, my brother and my sister, they all live in different states and we have not traveled to visit them.

If COVID didn't happen what would have been your Spring/Summer

plans?

I was looking forward to celebrate my 40th birthday with friends and family. I wanted to be with my sister when she graduated from Fairleigh Dickinson as a Pharmacist (PharmD), in New Jersey. Finally, I wanted to visit the Czech Republic for the first time in my life. We are all modifying our lives during this pandemic. I enjoyed the graduation virtually, I am planning to reschedule our trip for next year and I will celebrate my 40th birthday next year again and will successfully avoid turning 41!

What is something interesting you don't mind sharing about yourself?

Since I was a girl I would often think about our purpose in life. After much

thought and a few years of maturity I now see every day as a gift and an opportunity to do something amazing. I cherish every moment I can spend with my loved ones.

What do you think or how do you feel about Black Lives Matter?

I have always been a firm believer of equality. It was not until I read the autobiography of Michelle Obama that I paid more attention to all the things she points out about inequality in the black community. Even though we learned about the history of slaves, even though I am born and raised in Puerto Rico and we have a lot of African heritage in our culture, I was astounded of how little I actually knew about the inequalities that are still faced today. After this year's Black Matters Movement, I have continued to seek information and learn more about it.

Conversation with Vonetta Lawton

Has anything significant in your life changed because of COVID?

Yes, my work schedule and my daughter has been home more, so we have more mommy-daughter time and we haven't eaten in a restaurant since everything shut down here for us. Sometimes my dad will let us see him from a distance and sometimes he won't. There were some things in my house my dad was going to install but now that is on hold or I have to pay someone to do it. I'm sure there is a



Marluan Diaz

Conversation with Southern Region Members

By Vonetta Lawton, Southern Regional Director

YouTube video for some things but the question is will I find the right YouTube? I'm not really interested in a house fire. I was finally able to shred this big box of old and new unneeded paperwork with the help of two shredders.

What is your position/job title?

Air Traffic Controller

Where do you work?

ZTL or Atlanta Center

Where do you see yourself in 10 years?

Hopefully getting ready to retire and travel or spend more time at the beach even though I can't swim. There is something soothing about water... maybe I will finally learn how to swim then.

Where are you from?

Warner Robins, GA.

How many countries have you visited?

Three: Canada (Vancouver), Aruba, and the Bahamas (Nassau).

Has COVID allowed you to spend more time with your family?

Yes.

In what way?

Since my daughter's school went virtual, we have had more time together,

er, have watched a few movies and cooked together more. We somewhat started a garden and even planted some trees (two peach and two pomegranate). Although I try to limit my dealings with my older family members, (like my dad and my aunts and uncles) I have still gone to see them but I keep my distance. Sometimes I will go live on Facebook so they can see me and my daughter and know we are ok. But COVID is like a doubled-edged sword; it has also not allowed me to spend time or as much time with family. I never thought I would have gone a year without seeing my older brother but I now have and I'm not sure when I will be able to see him again now with COVID. My brother is schizophrenic and bipolar and the



Vonetta Lawton

state hospital he is at will not allow visitors due to COVID. So, for now we just get his calls and for the most part they are not nice. I usually just put him on speaker so he can get out what he feels he needs to and I can do what I need to. But that is the safest place for him as they try to get him stable on his medication.

If COVID didn't happen what would have been your Spring/Summer plans?

For the spring I would have attended the conference in Ottawa, where I was planning on making some new friends. For the summer, I planned on taking my daughter to Japan and taking a cruise from Japan to South Korea then back. Once back we planned to stay in Tokyo and explore for a few days before heading home. That was supposed to be her 16th birthday/Christmas present for the year. She is really into anime so she was excited, now she will have to wait to go.

What is something interesting you don't mind sharing about yourself?

I don't really like taking medicine, so I will look for a natural alternative first. I started making some of my own products to use so I know what is in them. My daughter also helps so she can know what is in some of the products she uses. I am even taking a natural products manufacturing class online for a certificate. Right now while I am waiting for this semester to

start, I am working on some type of lotion or cream for inflammation.

What do you think or how do you feel about Black Lives Matter?

I think there is a lot of confusion when it comes to it. To some it's a political statement of protesters but to most it's a statement that has deeper meaning than the words. To others - especially the children who use it, it isn't a political statement it's more of an affirmation or statement that after seeing and hearing about people who look like them getting killed that their lives matter also. Our future generations are counting on us so hopefully soon the affirmation or statement will be unnecessary as the scales of equality and justice become balanced.

Member Spotlight

Karen Pina, Falcon Field FFZ ATCT

Member Spotlight- Karen Pina, Falcon Field (FFZ) ATCT

Karen Pina was born in El Paso, Texas and moved to Mexico with her family when she was three years old. At age 14, she moved to Arizona and lived with her aunt and cousin until age 19. Her career in aviation started in 2011 after graduating high school. She attended Chandler-Gilbert Community College's flying program with the University of North Dakota. After earning her private pilot's certificate, she decided to visit Phoenix-Mesa Gateway air traffic control (ATC) tower. Shortly after the visit, she changed her major to air traffic control. She attended the advanced air traffic control program in Valdosta, GA and received her control tower operator's certificate (CTO) in 2015. Since then, she has worked at two facilities. Her first facility was the Greater Rochester International Airport (KROC) in Rochester, NY. She worked at KROC for a year and a half until she was given the opportunity to transfer to Falcon Field Airport (KFFZ). June 22nd, 2020 marked her two year anniversary with the FAA. In her personal time, Karen enjoys hiking, spending time with her three-year-old son, and travel. If given the chance, she would love to go to Dubai to visit again, as it was one of her favorite destinations. She became involved in PWC through her colleague and good friend Anna Fraser.



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Current Events Chat

With Micah Freeman, Western Pacific Regional Director

This article is a conversation with a few members about recent events. Each woman featured here is from a different part of the country with a different upbringing. I asked each of them five questions.

I first spoke with an air traffic controller who is originally from New Haven, CT (home of the best pizza in the country). She is also the legislative representative for NATCA at JCF (Joshua Control Facility).

Q1: Has anything significant in your life changed because of COVID-19?

Joshua Control Facility Air Traffic Control Specialist (JCF ATCS): I have unfortunately experienced the loss of loved ones during this time; some to the virus and some unrelated to COVID-19. My oldest daughter graduated high school during this time and it didn't go as I envisioned it in my mind. I've also had to come up with innovative things to do with my youngest daughter. As crazy as this time has been; it has really brought us together.

Q2: Has sheltering in place due to COVID-19 allowed you to spend more time with loved ones? In what way?

JCF ATCS: When our facility was on the five off, five on schedule, I spent a lot of time at home doing movie and game nights along with homeschooling.

Q3: Were any of your spring/summer plans canceled due to COVID-19?

JCF ATCS: For spring break, we always fly home to New York/Connecticut to hang out with cousins and my best

friends. We were also supposed to go on a cruise as well as a trip to Miami to celebrate my eldest daughter's graduation. Missing out on those trips made the kiddos and myself sad. Every year I participate in NATCA in Washington, but it was canceled due to COVID-19.

Q4: What is something interesting you would like to share about yourself?

JCF ATCS: I have a huge passion for the broken foster care system and I love to give back to the less fortunate. One day, I hope to expand my philanthropy in bigger ways and continue to advocate for those voices often go unheard. I will climb the highest mountain for my children, so that's where my drive comes from. I want to fix the world so I can feel better about leaving my children in it.

Q5: When you hear "Black Lives Matter", how do you feel?

JCF ATCS: I believe it's long overdue to give laser focus on these issues. It transcends so many facets in society and tough conversations need to happen. We can no longer turn a blind eye to injustice and there is a need to have more seats at the table so different perspectives are heard. I feel like words have been used to weaponize what is a simple phrase: "Black lives Matter". It's as simple as that! I think diversity and inclusion is essential and this movement is just the spark to push for more of that. The marginalized parts of society matter and deserve to be heard.

Next, I spoke with a controller who is originally from Buffalo, NY. At her fa-

cility, ZOB (Cleveland Center), she is also the national childcare representative for NATCA and the FAA.

Q1: Has anything significant in your life changed because of COVID-19?

Cleveland ARTCC ATCS (ZOB ATCS): Yes, I haven't seen my parents and family who all live in New York. I had plane tickets to Connecticut to see my 97 year-old grandfather and haven't been able to visit him either.

Q2: Has sheltering in place due to COVID-19 allowed you to spend more time with loved ones? In what way?

ZOB ATCS: Physically, no. Virtually, yes, we've had social hours and worked out together over zoom.

Q3: Were any of your Spring/Summer plans canceled due to COVID-19?

ZOB ATCS: No, I didn't expect to have a spring or summer since we were slotted to go into six day work weeks at my facility. I usually take all my leave in the fall.

Q4: What is something interesting you would like to share about yourself?

ZOB ATCS: I have over 100 pairs of shoes and as much as I love all shoes my favorite is being barefoot or in flip flops.

Q5: When you hear Black Lives Matter, how do you feel?

ZOB ATCS: I feel it is important.

I spoke with a California native who is an air traffic controller at PSP (Palm Springs Airport).

Q1: Has anything significant in your life changed because of COVID-19?

PSP ATCS: Yes, my custody of my son has significantly changed.

Q2: Has sheltering in place due to COVID-19 allowed you to spend more time with loved ones? In what way?

PSP ATCS: Yes, I get to see my son more often and for longer periods of time.

Q3: Were any of your Spring/Summer plans canceled due to COVID-19?

PSP ATCS: I had a lot of stuff planned, but no major trips. I missed out on my Las Vegas birthday bash though.

Q4: What is something interesting you would like to share about yourself?

PSP ATCS: I have learned how to play ukulele and solve a rubix cube during quarantine.

Q5: When you hear Black Lives Matter, how do you feel?

PSP ATCS: BLM is an important movement and our country is behind on racial equality. Our own profession is lacking diversity and I have witnessed racism among my colleagues. I am sickened by the things I see every day. We have less than 1% black women controllers and it's time to rise up together and end racism. It starts with us, among our peers, and in our field.

Of course, I would not ask anyone anything I would not answer myself. As many of you know I am an air traffic controller turned staff support specialist (medical). I am originally from Ohio, but I've spent the majority of my life in Georgia and I currently reside in Southern California.

Discussion with a staff support specialist at Los Angeles Center (ZLA).

Q1: Has anything significant in your life changed because of COVID-19?

ZLA SS: Yes, I've been teleworking full time and it has completely changed my wedding planning.

Q2: Has sheltering in place due to COVID-19 allowed you to spend more time with loved ones? In what way?

ZLA SS: Yes, I became my son's PE teacher and we have been able to bond while doing that.

Q3: Were any of your spring/summer plans canceled due to COVID-19?

ZLA SS: I have only missed out on the PWC conference and hosting a board of director's meeting.

Q4: What is something interesting you would like to share about yourself?

ZLA SS: I share my birthday with my aunt and her youngest son.

Q5: When you hear Black Lives Matter, how do you feel?

ZLA SS: As a black woman, it is frustrating, disheartening and mind boggling how three simple words can cause such an uproar. My life matters and so does my son's, my fiancé's and all of the black people I know and love. Our lives matter just as much as the rest of the lives in this world and the world will be a better place when we all start to adopt that mentality. To say my life matters does not innately say any other life is less important than mine, but simply that my life matters too.

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Traffic Management Corner

By Jenny Shepherd, Supervisory Traffic Management Coordinator at Boston ARTCC (ZBW)

“How does air traffic control manage flights to Europe? Has the health emergency changed this?”

Aircraft cross the Atlantic Ocean to travel between North America and Europe on the North Atlantic Tracks, or NATOTS. Creation of the tracks is a daily collaboration between Boston Center, NavCanada, and Shanwick Oceanic Control in the UK. All of the possible tracks are identified A (northern) through Z (southern) and have entry and exit waypoints. Each day a few of the possible tracks are chosen based on the location of the jet stream in order to reduce flight time and save fuel. Aircraft mostly cross the ocean in an easterly or westerly direction in twice daily pushes.

Every morning, traffic management coordinators at Boston Center TMU coordinate with NavCanada to build the eastbound North Atlantic Track Advisory for that evening. These tracks create structure for the large volume of aircraft that cross the ocean; this allows for fix-balancing and an optimal non-radar transit. The creation of tracks is somewhat like connect-the-dots. NavCanada and Shanwick choose the crossing tracks and Oceanic Entry Points. Boston Center TMU creates specific routes for JFK, EWR, PHL, DC Metro, and ZBW overflight traffic to merge aircraft onto the tracks at the Oceanic Entry Points.

Currently, due to the ongoing health emergency, there is a massive reduction of international volume. While there would normally be about half a dozen international tracks each day, now on some days there is just one route pub-

lished in each direction. The following pictorials show the difference in track structure on a typical summer day now compared to one two years ago.

Traffic Management Corner is a new Q&A column by Jenny Shepherd. She has three years of TMU experience; she is a supervisory traffic management coordinator at Boston ARTCC and previously worked as a traffic management coordinator at Indianapolis ARTCC. Please submit your questions to her and she will answer them in an upcoming issue. Her email address is pwinc.ane@gmail.com.



Tracks on one day of August 2018



Tracks on one day of August 2020

**Images from SkyVector.*

How to Market Your Skills Post Retirement

By Sue E. Meeks, President of Infina, Ltd.

Are you ready to retire, or are you thinking about what you might want to do when you retire? Do you wonder how you can successfully make the switch from a federal employee to the corporate world? This is a question I get asked when chatting with professionals in the FAA. It's a great question because we often hire former federal employees who join our company on FAA contracts. Let's be honest, it's a difficult transition for many people.

Here are some things to consider: On the corporate side, we judge you on productivity in team settings; edit your resume to focus on accomplishments and not your previous job titles; and, leadership is about integrity and motivating a team. Let me translate these concepts and provide examples.

Productivity in Teams: Controllers and, to a lesser extent, technicians are individualistic. You “control your sector,” your individual performance is evaluated over and over. Technicians often work alone or in small groups. You know lots of people at your facility, but you are performing on your own knowledge and skills and your certification is about you. In our company, your team’s performance is paramount. Teamwork wins contracts, teams accomplish complex tasks, teams get acknowledgement. Your value to us is based on your ability to elevate your team and the entire company. Ask yourself, “What can I do to make my co-workers better? How can I be a better team player?”

Focus resume on accomplishments: your job titles are much less important when compared to your accomplishments. Translate your 32 years of being a controller into the impact you had, and the things you accomplished. This sets you apart from all the other controllers or technicians looking for their next job. We want to know what you accomplished because accomplishments are value to a business. These questions might prompt you think about yourself in a different way. Did you lead your local safety council? Did you organize the charity drive at your facili-

ty? Did you serve as a controller in charge? Were you a top-rated OJTI? Were you an instructor for recurrent training? How were you involved in your community? These are all questions you should address in a resume. Specific accomplishments help to position you above other applicants.

Leadership matters: In a company, regardless of position, leadership is critical, and people can smell a phony right away. Leadership is about working with people and motivating a team to produce greater value and achieving common objectives. Leadership is more about getting behind a team and pushing for success and less about standing in front and giving orders. Leadership is a thoughtful art and it should be studied and contemplated. Companies crave real leadership. When thinking about presenting who you are and what value you offer, leadership qualities should be right at the top of your list.

Starting a job search after a long and successful career may sound difficult, but the good news is your skills and abilities are transferable and your dedication to safety and efficiency is a great fit for many companies. Focus on team productivity, accomplishments and demonstrate leadership, you will get hired!

Wine & Paint Night

Pilots and Controllers Find Creative Ways to Connect Despite the Pandemic

By Dr. Christina Filipowski

COVID-19 has not stopped PWC members Anna Fraser and Karen Pina from Falcon Field (FFZ) ATCT and Alyssa Kurenyshev from Deer Valley (DVT) ATCT from reaching out to pilots in the Phoenix area. While following social distancing procedures and using Zoom, they participated in a virtual wine and paint night.

Through this event, they were able to connect with local flight instructors. The Phoenix area is busy airspace buzzing with lots of flight training that consists mostly of foreign students. This creative get together was a great way to get pilots and controllers to connect. Now, their created artwork decorates the walls of FFZ ATCT.



Emotional Intelligence (EQ): The Bridge from Diversity to Inclusion

Contribution from TalentSmart

Andrea managed to find a new project management position at a large pharmaceutical company despite the challenging job environment of COVID-19. She had been laid off in March, and she wasn't quite sure what to expect during an onboarding process. Turns out her new company takes onboarding seriously. They run an official process with a thick packet and formal classes.

Andrea is delighted to discover the time and attention devoted to the company's support of diverse minds, skills, and people, but privately she can't help but wonder what the actual day-to-day will feel like for her as a woman and a person of color. Will she actually *feel* included?

Feeling included depends on whether her coworkers, direct reports, and the leaders around her do their part to implement inclusive practices, which are critical for building an inclusive culture and can only be experienced through the day-to-day life at the company.

Emotional intelligence (EQ) can provide employees, teams, and leaders with the awareness and behaviors needed to create a diverse and inclusive culture, one that is welcoming, curious, and supportive for everyone on the team. Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships. It consists of four key skills: Self-Awareness, Self-Management, Social Awareness, and Relationship Management. The highs and lows of Andrea's onboarding experience illustrate three important ways EQ skills can help foster an inclusive environment:

1. EQ skills enable empathy for newcomers. From day one, Andrea's team went above and beyond to get to know her. Within the first month, each team member met with her for a one-on-one lunch with a more informal agenda. As a result of getting to know each team member,

Andrea felt more comfortable sooner, asserting herself when she had questions, suggestions, or concerns. Empathy necessitates a high degree of social awareness and relationship management. To be empathetic, team members have to proactively learn where new team members are coming from (their stories, culture, background, personality, etc.), acknowledge one another's feelings, and make an effort to reach out or help. Empathy requires both understanding and action.

2. EQ skills deepen trust over time.

Andrea was also pleased to see that as a group they prioritized trust.

They used their self-management skills to listen longer and their relationship management skills to give trust ("Yasafar, I trust you. Thanks for working your magic"), rather than making people earn it ("Yasafar, let's see if you have it in you"). They held everyone accountable for sharing their perspective by calling on quieter people to share and balancing the time taken by talkative people. On lesser teams, people can easily feel that they are outsiders and don't have a voice at the table until invited, and [studies](#) show that individuals on these teams are much less likely to thrive. High EQ words and actions encourage performance and job satisfaction while low EQ words and actions create what are called micro-aggressions, leading newer team members to feel they don't belong, or aren't trusted.

3. EQ skills facilitate accountability and learning from mistakes. Even teams that practice trust and empathy can be prone to mistakes. When Andrea sat down to join her first monthly project management meeting, she listened as key players shared progress, numbers, and unique challenges and the next milestones. When the discussion got to the topic of mobilizing eight action teams and the need for recruiting more women, they began to



direct questions to Andrea but none about the project content. Their intention was to learn from their newest player, but they really just made her feel singled out. They ignored her expertise, experience, and perspective, and assigned her the role of expert on recruiting women of color, which she had no background in. The team had built enough early trust with Andrea, that she felt comfortable calling out what just happened. She explained how they made her feel one-dimensional. One team member acknowledged she made a good point, apologized on behalf of the team, and another team member assured her they would work on being more aware and considerate. They moved on with the

meeting. Working on being emotionally intelligent doesn't mean doing everything perfectly all the time; it's about continuous improvement through practice. The best thing Andrea's team could have done would of course be to problem-solve the diversity recruitment challenge together, but once the mistake was made, they at least listened, could see how she felt, took accountability, apologized, and stated their effort not to repeat their mistake. Andrea's courage to speak up, and the team's vulnerability to own their mistake (instead of lashing back, joking it off, or withdrawing into awkward silence) are all examples of what being self-aware, socially aware, and able to self-manage can do

for a team dynamic.

From Insights to Action. Just as humans aren't perfect, Andrea's onboarding experience was mostly good, but not perfect. The company really did value diversity and inclusion, so they had also invested in training people to develop their EQ skills. These combined efforts increased the likelihood that the project management team made early efforts to get to know Andrea, made her feel valued enough to speak up, and had the EQ skills to receive her feedback and navigate through an important moment. EQ skills don't prevent bias, but they do give people ways to be aware in the moment, to work through uncom-



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Our Director of ATC Consoles, Mitch Herrick is a retired 31 year veteran controller with experience in the USMC, DOD and FAA. He recently retired from Miami International Tower/TRACON.

Russ Bassett's ATC consoles are in use in San Diego Tower, Santa Monica Tower, the new Charlotte International Tower/TRACON, Southern California TRACON, Jacksonville TRACON, Las Vegas TRACON, Ridley Range Facility (SPORT) and Joshua Control Facility to name a few. In addition, we have already been awarded the contract for the consoles for the new Fort Myers, FL (RSW) Tower and TRACON currently under construction. Our consoles are currently in the operations control centers of all four major US air carriers; American, United, Southwest and Delta Airlines. We are also prominent in the 911 call center market as well as railroad and utility operations centers.

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Johnson Edwards Air Force Bases and several terminal and enroute labs at the FAA's William J Hughes Technical Center.



Leadership: A Raw Opinion

By Amy Johnson, Southwest Regional Director

Let's open the door to the word "leadership". Now, wait a second. Don't stop reading this just yet; this is a raw opinion of what leadership is to me and of course, a few researched opinions to back it up. Sure, we have spoken, heard, and attended classes about leadership or have listened to leaders of organizations give their best shot at its meaning. However, the most important thing about this article is that you take the time to form your own opinion and use that definition in your personal and professional life. Let's get started.

Dictionary.com defines leadership as "the position or function of a leader, a person who guides or directs a group, the ability to lead an act or instance of leading; guidance; direction".

Does that mean only people with titles or does that apply to anyone in any position? I believe no matter your position or title, there are always opportunities for leadership in any shape, form or fashion in our daily lives. I would like to point out the word "management" is not anywhere in the definition of leadership. Often, people seem to link the two together. Perhaps they are linked. However, I see management as keeping operations in check and making sure those in your group are given the tools they need to perform their functions. Management is "managing" the functionality or operation of some kind. There is much more meaning to the word management. To me it doesn't

really have a place in this segment. Sure, I believe you can lead while you manage, but let's take the word management off the table for a bit whether the belief is that the two are linked together or not. I feel this is a great time to discuss leadership during the many tragic events of this year in our country. Recently, there have been many opportunities for leading by example and setting the tone. Right now we *need* more positive leadership practices. The late American politician and civil rights leader, John Lewis said, "We must be headlights and not taillights" Good point there. Shine forward people. I like it.

Leadership is personal and it takes a person having a level of empathy with the ability to empower and be inspirational to those in their organization. It could also be an opportunity that presents a chance to lead. Leaders do not just talk the talk but walk the walk. It does not come with a one size fits all label and at times can be hard to do effectively. Many people respond to leadership tactics in different ways and that is okay. Some take a direct approach. Some prefer to be told what to do. And some want to do it all on their own with just a little bit of aid and direction. No matter a person's preferred style, I think a leader needs to be able to adapt to every style. Regardless of which style you are leading with, you can lead in a style that fits each person and accomplish the goal or task.

What we sometimes fail to realize, is *great* leadership is the key to success and longevity of an organization or event. Some people think of leadership as just leading people to success. Leadership *is* leading people to success and embracing your employee's or people of your organizations ideas. For example, some people who classify themselves as leaders tend to lead a group of people themselves and *by* themselves. Although one leader may be needed for a group, that leader must include the ideas and thoughts of those they lead. As leaders, we should desire for everyone involved in your organization, meeting or social to feel like their ideas are just as important in the success of the situation. If you continue to ignore their ideas, thoughts, or complaints, they will feel undervalued thus keeping them from *giving* the necessary value to your situation that it deserves. When those you lead feel like they have a piece of the pie, you gain their buy-in from the start. Having those you lead buy-in, would have them caring just as much about your situation as you do. Valuing your employees, empowering them, and inspiring them, all with a side of directness can give you the team you need and desire for the outcome you seek.

Within ourselves, there are many uncertain expectations when you take the lead. Uneasiness comes with being put in leadership positions. We

fear we will fail, we fear the competition, we worry if we help others they will outshine us, and some of us were taught to look out for ourselves only. But the truth is, we see the real impact and the real success when we put our work into others. Because as we develop others, we develop ourselves. When you help someone

reach their full potential, you reap the same rewards. Their success easily becomes yours. In fact, everyone involved becomes successful and the organization or event thrives.

Remember, when you are put in the position to lead, your job is to lead others to the top, to help, guide, and

direct them to success. It is important that you let their voices be heard. I believe if you give them gold, they will treat you like gold. Lead them in the right direction and give them the tools to be successful, and you fulfill your duty as THE leader.

Beyond the 2152

Evolve, Excel, and Engage

By Written By: Vanessa Shinnars, PWC Eastern Regional Director

2152 is the job code assigned to the air traffic control specialist within the FAA. Most 2152s begin our careers training to become certified professional controllers (CPCs) at an assigned air traffic control facility and either become a “lifer” controller or go into management. The most common career progression would be as follows: air traffic control specialist, support specialist, operational supervisor, operational manager, and eventually air traffic manager or senior level manager. However, I wanted to share some other career paths and alternative careers available within the agency across various lines of business (LOB).

When I began my air traffic career twelve years ago as a controller at Miami Tower/TRACON (MIA), I could not have imagined the endless possibilities of job opportunities that I would discover beyond that facility. I remember the words of Jim Marinetti, the current NATCA southern regional vice president, and the facility representative at the time. He said training is your number one priority, focus on becoming a CPC, then get involved as

an activist as much as possible. I took his advice for the next seven years and became a legislative representative, learned how politics heavily impact our job, and lobbied on the hill during “NATCA in Washington”. I was selected to participate in the National Safety Committee Mentorship Program, where I helped set up the local safety council at MIA, planned and worked the Communicating for Safety (CFS) annual training conference, learned about the ATSAP program and participated in Event Review Committee (ERC) meetings. I volunteered for every Human-in-the-Loop (HITL) solicitation for which I could qualify and helped implement ATPA in the NAS. I received facility representative (Facrep) training, legislative training, facility instructor training (FIT), and labor relations training. I participated in safety risk management panels and training review boards. I was a team member on the South Florida metroplex project responsible for airspace redesign and procedure development. I utilized an individual development plan (IDP) which helped map out a blue print for my future career

goals. The IDP allowed me to sign up for every training the FAA and NATCA offered. I wanted to educate myself in as many aspects of my profession as possible because I found most aspects of aviation fascinating and knew it was evolving at record speed. This education helped build my resume, gain work experience, develop my skillset, and establish a vast network of controllers and stakeholders across the country and around the world.

At the same time I was honing my skills both personally and professionally. I couldn't help but notice a recurring theme; there was a constant imbalance in the ratio of female to male controllers. At MIA, less than 20% of the controllers were women. To add insult to injury, there were no women in any leadership positions. It was no wonder that when I was introduced to PWC, I got involved with the mission right away. I served as the Southern Regional Director gaining leadership experience, took advantage of training opportunities, and supported STEM and recruiting events to encourage young women to pursue careers in aviation. I also enjoyed meeting and

working with other female controllers encouraging them to join and get involved in the work that PWC does. It is so important that we as women support and empower one another in the workforce. This is especially important because when we are grossly underrepresented, our needs are often underrepresented and our expectations fall short.

For example, I knew I wanted to start a family and the idea of work-life balance began to become more of a priority for me. There was nothing I loved more than talking to pilots and controlling aircraft but the shift-work and scheduled six day work weeks were not compatible with my priority of work-life balance. After seven memorable years at MIA, I packed my bags and headed to FAA headquarters (#cubiclelife). I became a certified air traffic safety inspector (ATSI) and worked in the Aviation Safety (AVS) office of Air Traffic Safety Oversight Services (AOV). As the project team lead for runway safety, I collaborated with multiple FAA LOBs and industry stakeholders to mitigate the number of runway incursions in the NAS. I became familiar with a multitude of career opportunities in Air Traffic Services (AJT), Safety and Technical Training (AJI), and Mission Support (AJV). I developed an international portfolio as a member of the North Atlantic Scrutiny Group (NAT SG). We worked closely with bordering ANSP(s) to review and mitigate deviations occurring in oceanic airspace. The work experience and the network I gained at headquarters, along with my roles in NATCA and PWC all helped prepare

me for my current 2152 position: New York Area Program Integration Officer (NYAPIO).

You might be asking yourself, what in the world is NYAPIO? I asked myself the same question when I saw the bid on USAJobs. The NYAPIO office is located at the regional office in Queens, NY. It is led by Executive Director Marie Kennington-Gardiner and directly reports to the office of the regional administrator, Jennifer Solomon. The office was set up as an act of congress in 2008, when the delays in the NY area were so egregious that commercial aircraft were sitting on the tarmac for over four hours waiting for a take-off clearance. The main mission of the office is to reduce the air traffic delays in the NY area, the most congested and complex airspace in the world (#preCovid19). In fact, 78 percent of the delays in the NAS emanate from the Northeast and one-third of U.S. flights are directly impacted by delays in the Northeast. So success for the NE Corridor airspace means success for the entire country's airspace.

To accomplish this daunting task, the NYAPIO team works closely with the ATC facilities, Airports Division, Port Authority, NY District, industry stakeholders and the Eastern Service Area to coordinate, integrate and monitor regional airspace issues, projects and initiatives. We address congestion delays in the New York area with as little disruption to the NAS as possible. Every two months, NYAPIO hosts a Delay Initiatives Meeting to openly discuss all airport construction and obstruction activity, new procedure development, severe weather avoidance pro-

gram initiatives, Northeast Corridor initiatives, equipage outages and new technologies, VOR decommissioning, and Noise Abatement Procedures to list a few of the complexities of this area. Moreover, we participate in community outreach such as public workshops and quarterly roundtables to address the concerns of surrounding communities adversely impacted by noise. The work is both challenging and rewarding.

I have thoroughly enjoyed working for the Air Traffic Organization (ATO), Aviation Safety (AVS), Finance and Management (AFN), Department of Homeland Security (DHS) for FEMA's Surge Capacity Force (SCF), and most recently, the Eastern Region (AEA) and look forward to the exciting journey that lies ahead. I hope this article has been informative and helpful for those looking for new challenges and ways to [Evolve](#) in their careers. I encourage all of you to [Engage](#) in as many training and volunteer opportunities as possible and [Excel](#) in everything you commit to do. I wish you all the best in your personal and professional endeavors!



PWC Thanks Elizabeth Cameron

We want to recognize Elizabeth's dedication and outstanding support in sponsoring, organizing and participating in the PWC 2020 conference. Thank you, Elizabeth. We are extremely grateful for all you have done.



On behalf of the PWC 2020 National Conference Committee, we presented Elizabeth Cameron, NavCanada Vice President of Labour Relations, with the PWC conference quilt made by member Kate Beebe. Elizabeth was very moved by the gift and gesture. She is, coincidentally, a huge quilt aficionado as her mother was a master quilter. Thank you, Kate, for contributing your beautiful quilts each year.

WAEPA Life Insurance

Contribution by WAEPA

Life Insurance: Term versus Whole

Life insurance exists to help protect your loved ones in case you pass. These policies are usually created as part of an overall estate plan. Two of the most common types of life insurance available are Term and Whole. Each has their own benefits. Review how the two compare:

WAEPA	WHOLE LIFE	TERM LIFE
THE BASICS	Designed to remain in place for your entire life . Premiums are generally more expensive.	Designed to provide protection for a set period . Premiums are generally less expensive.
COVERAGE PERIOD	Lifetime protection as long as premiums are paid.	A set period based on how your needs change throughout your lifetime.
PAYMENT OPTIONS	Premiums are fixed . You choose how premiums are paid (monthly, quarterly, annually, etc.).	Premiums increase in age bands . WAEPA's increase every five years. You choose how premiums are paid (monthly, quarterly, annually, etc.).
CASH VALUE	Cash value growth is available and usually accrues on a tax-deferred basis.	Cash value growth is not available .
BENEFIT PAYMENTS	Death benefits are intended to be tax-free ¹ .	Death benefits are intended to be tax-free ¹ .

Regardless of what time of program you choose, life insurance is a vital tool in helping to protect your family in case you pass. WAEPA's coverage is [Group Term Life Insurance](#)², meaning that a single contract covers an entire group of individuals (in WAEPA's case, those individuals are exclusively Civilian Federal Employees). Typically, the contract extends to employees or members of a larger group, and the rates are calculated for the group rather than for individuals, so rates generally cost less compared to what someone would pay for their own life insurance product.

Also important to note: WAEPA's coverage is *Group Life Term Insurance*. Like FEGLI, WAEPA's coverage does not have a cash value. If you switch from FEGLI to WAEPA, you don't "lose" premiums paid into your FEGLI program, since there was not a cash value built into them to begin with.

WAEPA's coverage is similar to FEGLI's in other ways, too:

- Both programs increase rates in five-year age bands
- Both programs exclusively serve employees of the Federal Government
- Neither program has a cash value component
- Both programs can be carried into retirement (but FEGLI does have limits and restrictions around this option)

While WAEPA's coverage is structured similarly to FEGLI, many Civilian Federal Employees find greater value in our offerings:

WAEPA's rates cost [up to 89% less](#) than FEGLI
Typically, WAEPA members get a partial [premium refund](#) every year³

WAEPA offers several auxiliary [member benefits](#)

WAEPA coverage is [fully portable](#): even if you change jobs or retire

WAEPA's coverage is [not capped by your salary](#): FEGLI limits your coverage to up to five times your salary, whereas WAEPA offers up to \$1.5 million in coverage regardless of your pay

Now that you understand more about your life insurance options as a Civilian Federal Employee, [see how much you could save](#) and if WAEPA is the right choice for you. If you still have questions about WAEPA Group Term Life Insurance, call our Member Services team between 8:30am – 5pm ET, M-F **(800) 368-3484**.

1) Generally, life insurance proceeds you receive as a beneficiary due to the death of the insured person, aren't includable in gross income and you don't have to report them to the IRS. [Learn more.](#)

2) Underwritten by New York Life Insurance Company, 51 Madison Avenue, New York, NY 10010 on Policy Form GMR

3) Premium refunds not guaranteed

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Auditory

Auditory learners are exceptional listeners and are able to distinguish patterns in and benefit from spoken lecture-style teaching. Speeches, audio recordings, and training that includes opportunities for dialogue benefit this type of learner.

Reading/Writing Learners

These learners understand best through careful review of text, stories and case studies. Training for reading/writing learners can be designed to include handouts, quizzes and presentations.

Kinesthetic Learners

Comprehension of new information through the use of senses describes a kinesthetic learner. Hands-on activities such as simulations, role-playing and scenario-based learning sessions helps this type of learner.

Logical Learners

Also known as mathematical learners, Logical Learners gain new understanding from studying systems, patterns and concepts. Spreadsheets, clear methodologies and graphical depictions support this type of learner.

Social Learners

Social learners understand the feelings and motivations of others. They flourish in team learning activities, group discussion and scenarios.

Solitary Learners

Solitary learners place great emphasis on self-reflection activities and introspection as they strive to make sense of learning. Opportunities to work through the content at their own pace and independently benefits this type of learner.

Applying Learning Styles to OJT

In OJT, it is necessary to implement training strategies that address the needs of the many types of learning styles. While we know that everyone learns differently, it is critical to training success for learning styles to be considered. Trainers should prioritize activities and methods that engage all learning styles. One common effective

method is to “show, tell, and do” to ensure that as many learning styles as possible are considered during the training process. Finally, take the time to discover every trainee’s learning style. This shows not only that you value their training, but also positions you to be effective during the process.

Why Unions Don’t Replace the Need for Professional Liability Insurance

Contribution by Starr Wright USA

You probably count on your union to protect your rights as a federal worker. But what if something goes wrong? For example, what if you’re accused of negligence or discrimination and your union does not come to your defense? It’s a scenario that occurs more often than you might expect.

While union membership can strengthen your position and provide bargaining power, relying on your union alone is unlikely to be sufficient. One great, additional step is the purchase of Federal Employee Professional Liability Insurance (FEPLI).

Unions and Federal Workers

Many federal employees belong to a union. According to the [Bureau of Labor Statistics](#), approximately one-third of all public-sector workers were members of a union in 2019. This was more than five times higher than the percentage of private-sector workers in a union, which was only 6.2 percent.

Union leaders bargain with employers on behalf of their collective membership. [USA.gov](#) says that common negotiation topics include pay and benefits; working conditions; complaint procedures; hiring and firing guidelines; and help with unfair labor practices.

A union has a duty of fair representation to its members. However, this does not mean that the union will always provide the degree of protection that you need or act on every personal grievance you have. For example, as a member of a union, you may be protected against arbitrary or unfair dismissal. If you are terminated without just cause, you can go to your union leaders for help. However, what if the issue is disputed? Perhaps a disgruntled worker has accused you of discrimination, and your employer is investigating and could terminate you as a result. This is a complex situation. Furthermore, it should

be recognized that unions are largely meant to support their membership group as a whole. Generally, the most legal assistance a union can provide to an individual is a moderator to ensure that no agreements or laws are broken in the process of your investigation – but they don’t give you legal defense or financial aid.

In times like this, you need your own personal advocate. You need a proactive plan to defend yourself, prove that the accusations are baseless and keep your job. That’s where FEPLI can help.

Insurance Protection for Yourself

As illustrated in the previous example, the protection provided by a union can be extremely useful, but it can also be limited. In some situations, your union may not provide the assistance you need, and you may need additional resources as you seek to protect your career and finances.

Federal Employee Professional Liability Insurance (FEPLI) can cover you against baseless claims of discrimination, harassment and retaliation, as well as accusations of negligence or a failure to perform professional duties. If an investigation is launched against you or disciplinary actions are taken, your insurer will help to organize your defense strategy. With FEPLI, you won’t have to rely only on your union, if a covered event occurs.

Learn more about this affordable coverage and purchase it online in minutes at [wrightusa.com](#).

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