

THE WATCH



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Keeping Our Skies Safe Every Day



National Air Traffic Controllers Association,
AFL-CIO

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PWC

Professional Women Controllers, Inc.
info.pwcinc@gmail.com | www.pwcinc.org

PWC Purpose: The purpose of Professional Women Controllers, Inc. (PWC) is to 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.

PWC Vision: PWC's 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.

PWC Mission: 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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Courtesy of CARF from the
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Left: PWC and members of other employee associations at the DEIA EA Meet and Greet. Right: Jenn Dempster and PWC Executive Sponsor, Vice President of AJI Tracey Johnson.



View from the Tower

By Jenn Dempster, Professional Women Controllers (PWC) President

Hello PWC and welcome to the end of summer. It is hard to believe that summer is just about over and the kids are back in school. I will say that I am excited for the fall season to start knocking on the door and the storms to subside.

PWC has been busy representing in Oshkosh this year for the first time and hopefully not the last, the National Hispanic Coalition conference in Seattle, the National Black Coalition conference in Phoenix, Communicating for Safety in Las Vegas, Federal Aviation Administration Managers Association in Las Vegas, and Air Traffic Control Association in Washington DC. PWC joined other employee associations and the Office of Civil Rights for a Diversity, Equity, Inclusion and Accessibility (DEIA) EA Meet and Greet at Federal Aviation Administration (FAA) Headquarters.

PWC has a new Vice President sponsor! With the promotion of Frank McIntosh to the Deputy Chief Operating Officer position, Ms. Tracey Johnson is joining our Deputy Vice President sponsor Nick Fuller to the team. Both of our sponsors have a vast air traffic control (ATC) background and as part of the AJI team share our passion for getting more young women involved in ATC careers while working to increase/retain our 16.77% 2152 workforce. PWC thanks Frank for all of his hard work and continued support of PWC and welcomes Tracey to our family!

Speaking of our sponsors assisting in getting the ATC message out there, it is that time of the year for promoting our PWC Scholarship program. Open season begins October 1st and runs until February 15, 2024. All information for what scholarships are available, along with the application, can be found on the PWC website under the PWC Scholarship tab. Any questions can be directed to Trisha Todd at pwcscholarships@gmail.com.

Want to get more involved with PWC activities or become a board member? Now is the time. PWC election season will be opening soon with the following positions up for nomination/election: Vice President, Director of Resources (treasurer); Regional Directors: New England, Southern, Southwest, Northwest Mountain, and Western Pacific. Want to get more involved, we are looking for individuals to take over our Communications/Media position. We are looking for additional support with our WATCH magazine, and our Career & Education Program regarding STEM Outreach. Contact anyone on the board if you have any questions.

As we move towards the fall weather, take some time to enjoy the change.

Jenn

EDITOR'S NOTE



¡Bienvenidos! Welcome!

A year ago I wrote that Fall is my favorite time of year. I still stand by that statement even if things look a little different now that I live in Virginia. I had mentioned that you know it is Fall in New Mexico when the smell of chile being roasted fills the crisp air. Though I do not get the same experience living in Virginia, I found out that a University of New Mexico Alumni Association (my alma mater) exists in the D.C. area and roasted green chile at the National Mall! It's the little things like this that bring a sense of home to a new or unfamiliar place. As the cozier months settle in, I hope you too can find something to give you the sense of community and home.

Something I am looking forward to this year is the Dulles 5k/10k on the Runway. I have been a runner for many years but have never run on a runway! I will face an additional challenge this year running with a double stroller, but I am excited to have my two best buddies along for the run! If you are also participating in a similar event send a picture to pwinc.watch@gmail.org. I will try to include it in the next WATCH!

Alicia Barry Whitman
WATCH MANAGING EDITOR



IN THIS ISSUE

It is discussed how PWC can help you in your career through mentorships, education, and community outreach. Education can take on many forms like formal education, which PWC offers scholarships, and training that takes place at our Conferences. Speaking of which, be on the look out for Conference Easter eggs throughout this edition!

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NEW ARRIVALS



Welcome to the PWC family!

PWC membership benefits can be found at pwcinc.org/membership

Please reach out to Tawni Pettigrove, PWC Membership Director at pwcmembershipdirector@gmail.com with any questions regarding membership.

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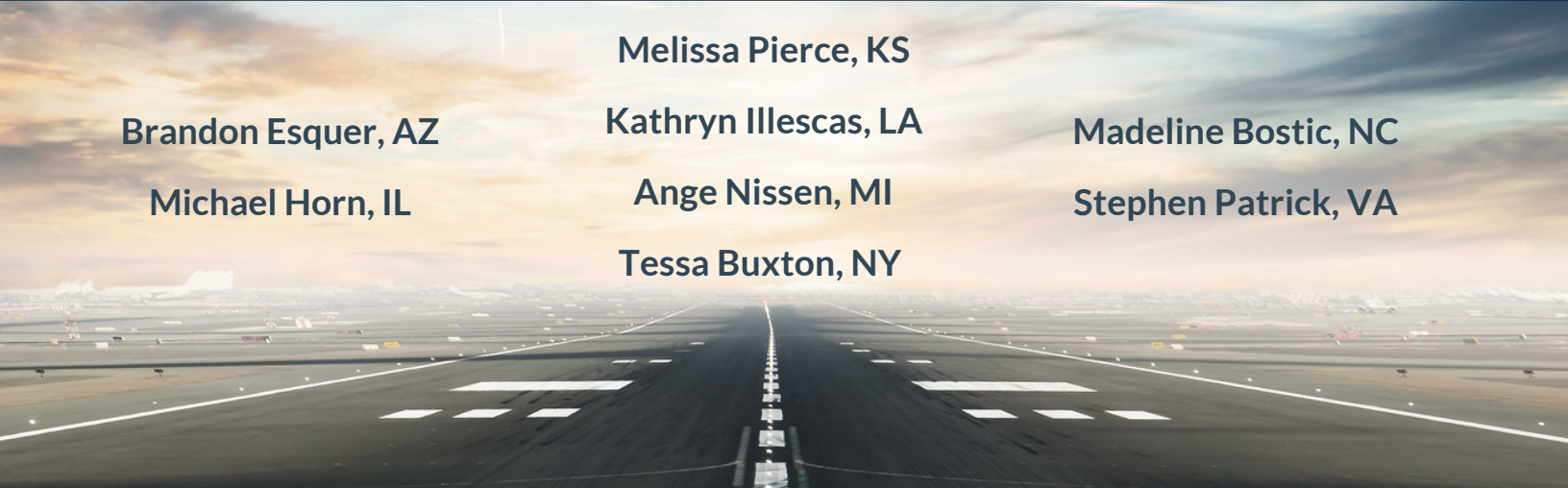
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2023 ACE Academy at Laconia, NH

By Jenny Shepherd, Supervisory Traffic Management Coordinator, Boston TRACON (A90)

The 2023 summer camp season is here and the Aerospace Career Education (ACE) Academy at Laconia Airport in New Hampshire is underway. Today I visited approximately 50 children ages 11-14 for aviation career day. Representatives of various Federal Aviation Administration (FAA) lines of business, Manchester-Boston Regional Airport (MHT), the United States Air Force (USAF), the National Transportation Safety Board (NTSB), people who work on military academy admissions, Civil Air Patrol, the Alton Bay ice runway manager, and Laconia Flight Academy attended. We each gave a short description of our jobs to the campers and then they broke up into small groups to visit with each of us.

It was a beautiful day at the airport ahead of a busy NASCAR event. We had a backdrop of landing corporate jets as the kids came up to tell us about why they love aviation. Just like in the air traffic control (ATC) community, many of them had family ties to aviation and were related to pilots, mechanics, or military personnel. There was a small group there that was focusing on ATC during the camp week. The day before my visit, they traveled to Boston Center (ZBW) and Boston TRACON (A90) to tour the facilities. They were engaged and really enjoying the experience. They asked questions about what we do if there are two planes that want to land on the same runway, what our typical workdays are like, what happens in a go around, how we know where a plane is and what its altitude is, how we learn to control, and how high our airspace goes. One of the younger kids thought that we watch aircraft at altitude on video camera and tell them what to do, which I thought was adorable. I described our black radar scopes with symbols and mostly green text and they could not believe that's what we look at. I shared some of the fun and surprising things that I have seen aircraft do, like track bears with radio collars or spot tuna fish schools for fishing boats.

I talked to the kids about traffic management units and walked them through a small scenario. I had four different colors of stickers and gave them to all of the children. I then fed them candy and told them to get ready to run around! We went to a large spot marked off for aircraft parking and we called this the Florida Sector. I told them that on the east side of Florida sector was the Atlantic, on the west side

was the Gulf, on the south side was Miami, and on the north side was Orlando.

First I had all of the kids pose as airplanes and walk across the sector without bumping into each other. That was easy! Then I asked all of the red sticker kids to form a line and hold up a rope on the Atlantic side. This blocked off about a third of our sector. I told them this was airspace shut down for a space launch. I explained how rocket launches are common now and that when they happen they shut down a long corridor to protect for falling debris as the earth rotates. They were fascinated. The kids posing as airplanes pointed out immediately that they could no longer all cross the sector at once. One pointed out that they would need to cross in two successive groups. They figured out the delay tactic on their own.

After this, I had the blue sticker kids form a small circle and called this a Temporary Flight Restriction (TFR). I talked about how controllers protect airspace for important people and events. The children understood right away that there were now two paths across the sector. They could go either through a very small gap between the launch and the TFR one at a time or they could pass on the west side in small groups. We decided who would cross and when and which route they would take.

Finally, I had the yellow sticker kids join hands and create a slowly moving thunderstorm. They tried to aim for one gap, and the thunderstorm kids laughed as they jumped in front of it. The airplane kids circled around and ran up the other side one at a time. When it looked like it might get too congested even then, we told a few to spin in circles until the others had passed. Then we told them to continue on to the other side. One little boy was very proud that he made it through in a straight line.

It was a playful and fun lesson. I think the children had fun, were engaged in ATC topics, and understand delays and some of the reasons for them. I was very impressed with their creative problem solving.

Lowdown on



LOUISVILLE

EST. 1778

The Omni Louisville Hotel was designed to represent the past, present and future of Louisville. A city rich in history dating back to 1778 is the inspiration for every fixture, finish, and piece of furniture in the hotel.

The main three interior design elements throughout the property are:

Bourbon - The charred ceilings in the lobby are representative of the char inside of a bourbon barrel, which is one of the six requirements to legally make bourbon.

Culture - The Morrissey Garage was one of the country's first circular garages. It was a historic landmark located on the site of the hotel and bricks from the original building are used throughout the Neighborhood Services restaurant. You will also see a custom hand-painted mural!

Water - During conference you'll notice the carpet has rings throughout which are to represent the condensation on a rocks glass while enjoying bourbon cocktails.

Be sure to join us April 10-13, 2024 to experience this amazing hotel for yourself.

Empowering Your Financial Journey with SkyOne Federal Credit Union

By Michelle Markham – Marketing Manager

As women professionals in the dynamic air traffic control field, your expertise ensures aircraft's smooth and safe movement. As you orchestrate flights precisely, have you considered applying that same skill to your financial journey? Enter credit unions—a solid financial choice that aligns with your commitment to excellence.

A Legacy of Trust and Experience: 70 Years in Aviation

For over 70 years, SkyOne Federal Credit Union has been a steadfast partner in the aviation industry. Drawing from our deep-rooted legacy, we're here to guide you toward financial success, leveraging our experience to help you navigate the complexities of your financial landscape.

The Credit Union Advantage: Your Goals, Your Way

Credit unions are built on the foundation of community and member-focused service. SkyOne is no exception. We prioritize your financial aspirations, offering tailored solutions that resonate with your needs. Unlike traditional banks, which often take a one-size-fits-all approach, we're dedicated to understanding and supporting your goals.

A Commitment to Your Prosperity: Competitive Rates and Transparency

Your financial growth matters. SkyOne Federal Credit Union offers competitive interest rates on deposits, empowering your money to work harder for you. Coupled with our transparent fee structure, more of your earnings stay where they belong—safeguarding your financial future.

Seamless Access, Nationwide Support

Just as effective communication is essential in air traffic control, easy access to your funds is vital for financial peace of mind. With a vast network of ATMs and shared branches nationwide, SkyOne ensures that managing your finances is convenient and straightforward wherever your journey takes you.

Your Security, Our Priority

Safety is paramount, both in aviation and finance. With SkyOne, your deposits are insured up to \$250,000 by the National Credit Union Administration (NCUA). This safeguard ensures that your hard-earned money remains protected as you explore new horizons.

Embark on Your Financial Expedition

Ready to take control of your financial future? Join SkyOne Federal Credit Union today. With over 70 years of experience in aviation and finance, we're prepared to be your co-pilots on this exciting journey. Visit us at <https://www.skyone.org/legacy-employee/> to learn more about special offers exclusively for our legacy aviation members.

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pwc.inc.educareerdev@gmail.com

What is FAAMA?

By Scott Brown, FAAMA Membership Director and Michael "Hitch" Combe, Executive Editor, Managing the Skies Magazine and FAAMA Foundation Chair

The first question people usually ask when we mention the FAA Managers Association (FAAMA) is just what is FAAMA? To answer that question let's start with what FAAMA is not. FAAMA is not a union. We are also not an FAA "Recognized Employee Association." We function separately from the FAA.

How was FAAMA Formed?

In February 1977, front line managers from the Washington Air Route Traffic Control Center (ARTCC) attended a convention of the National Association of Supervisors, now called the Federal Managers Association (FMA) in Washington, D.C. This organization was founded in 1913 and was comprised primarily of supervisors from the shipyards around the country. The front-line managers liked what they saw, and they spread the word among their peers within the FAA. In February 1978, 14 front line managers from five different air traffic control facilities met at the annual convention of the National Association of Supervisors. Those facility groups are known today as Chapter 141, Washington ARTCC; Chapter 151, Indianapolis ARTCC; Chapter 155, New York ARTCC; Chapter 157, Atlanta ARTCC; and Chapter 241, Miami ARTCC.

The benefits of what this organization had to offer front line managers spread very quickly across the country. Impressed with their experience, the group of front-line managers attended the 1979 convention. Although the convention issues were relevant, there were many issues relating specifically to the FAA that were not addressed. After many hours of discussion, a proposal was presented to and accepted by the President of the National Association of Supervisors. The proposal was to organize a conference under the umbrella of the national association, to discuss issues specifically related to the FAA and to meet annually. For over 20 years the organization existed as the FAA Conference of FMA.

In 2002, the FAA Conference reorganized as an independent group. At the 2002 National Convention, the convention delegates voted to name this new organization the FAA Managers Association.

FAAMA has three primary ways we serve our members:

Advocate: For aviation's leaders to Congress.

FAAMA is an association and corporation that is the recognized advocate for aviation leaders within the FAA. We advocate to Congress for our members through our well-respected government relations firm, the Normandy Group. Normandy's proficiency on FAAMA issues coupled with their knowledge of the decision makers and their view on issues enables Normandy to tailor and communicate FAAMA's message to resonate in Washington, D.C. The Normandy Group serves as an extension of the internal FAAMA team and understands the views of policymakers. FAAMA, through the Normandy Group, has built long term relationships with Members of Congress.

Communicate: We are dedicated to communicate for and with aviation's leaders.

FAAMA uses many different methods of communicating for and with its members. It all starts with our award-winning magazine *Managing the Skies*. This quarterly publication is sent to all FAAMA members, every FAA facility, and every Member of Congress. Each issue features regular updates from the FAAMA President, Executive Director, and other board members. It also has several articles from FAA leaders, MITRE, other industry insiders, and retirement planning information. FAAMA additionally shares information via its website, regular emails, and social media posts.

Educate: We are committed to educate leadership values.

FAAMA educates its membership primarily through the annual Gathering of Eagles convention. This leadership training is accepted by the Federal Aviation Administration and meets the requirement for all management employees to complete 40 hours leadership training every three years. All FAAMA members are encouraged to attend the annual Gathering of Eagles convention. Some chapters pay all, or a portion, of member's airfare and lodging to attend the Convention. Additional training events are offered online or at leadership summits regularly.

Beyond the three principal ways, FAAMA serves its members by providing unequalled networking opportunities through numerous local chapters and at the annual convention. Furthermore, at the convention you will have the option to meet with many of FAAMA's corporate sponsors who may have information to assist you with the operation of their equipment in your facility. Also, at the annual convention you will hear directly from FAA leaders and possibly have the chance to ask them questions.

FAAMA also offers a scholarship program for FAAMA members and their families. This program is administered by the FAAMA Foundation at www.FAAMAFoundation.org.

What is the relationship between FAAMA and the FAA?

FAAMA has a consultative agreement with the FAA that defines the relationship between the parties. The relationship provides a mechanism that includes FAAMA in decision-making processes. The primary objective of the consultative relationship is the improvement of managerial effectiveness and the working conditions of supervisors and managers, as well as the identification and resolution of problems affecting agency operations and employees, including supervisors and managers. A copy of this agreement is available on the FAAMA website.

Vision

The vision statement of FAAMA is:

To become the premier advocacy group for aviation and government leaders, establishing our influence and expertise within the U.S. and around the world.

We strive to reach this vision and hope that you will consider joining us on this journey!

For more information and to join FAAMA visit us online at www.FAAMA.org.



Lowdown on

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PWC TAKES ON OSHKOSH!

PWC'S FIRST BOOTH AT EAA AIRVENTURE

BY RACHEL PARRAMORE,
PWC GREAT LAKES
REGIONAL DIRECTOR

EAA Airventure Oshkosh 2023 took place July 24-30 in Oshkosh, Wisconsin. If you have never been, the only word that I can use to describe it is, "Epic." This year EAA celebrated its 70th Anniversary with more than 270,000 members. EAA AirVenture hosted countless static displays, over 800 exhibitor booths, 3,226 show planes, 1,400 forums and workshops throughout the week and an incredible daily airshow and two night shows.

Professional Women Controllers (PWC) had the opportunity to have our first-ever booth at EAA AirVenture. Our booth was located inside the WomenVenture Center. We were surrounded by an incredible



The Busiest Air Traffic Control Tower in the world at OSH



Dawne Barrett and Rachel Parramore

group of women from all over the globe with a passion for aviation. Some of the featured exhibitors in the WomenVenture Center were Air Race Classic Inc, Asian Women in Aerospace and Aviation Inc, A-Wing, International Society of Women Airline Pilots, National WASP WWII Museum, NGPA - Women's Committee, Ninety-Nines Inc, Sisters of the Skies, Women In Aviation International, Women Military Aviators and Latinas in Aviation. Speaker at the 2023 PWC Conference earlier this year in Puerto Rico, Lieutenant Colonel Olga Custodio, was at the Latinas in Aviation booth directly next to the PWC booth. She reminded us that, 'where there is a will, there is power.'

We were able to connect with people from all over the globe with a love for aviation and interest in air traffic control. We spoke to hundreds of people about a career in air traffic control, what air traffic controllers do and scholarship opportunities to help them achieve their dreams. Dawne Barrett sums it up perfectly saying, "being at Oshkosh is always an experience! This year not only did we get to spend the week beside Olga Custodio, we got to meet and talk with people from around the world! I felt so fortunate to have the opportunity to share



Rachel Parramore, Tammie Jo Schults, Olga Custodio and Dawne Barrett

PWC and my love for aviation with such a diverse group of people."

During our time at Oshkosh, we were able to connect with future air traffic controllers and help guide people toward the next steps of getting involved in the aerospace community. PWC's presence at Oshkosh made a difference and helped to encourage people to go after their dreams. Until next year, Oshkosh!



Pictured: Tim Arel and Dawne Barrett. Bottom: Liz Barcus



**By John F. Ripley, Certified Financial Fiduciary® (CFF), CLTC®, FRCSM, ChFEBCSM
Investment Advisor Representative at Smarter Retirement Solutions**

We are nearly at the end of the Third Quarter of 2023. As I ponder the past nine to twelve months in our world, specifically in the realm of finances, I find several themes from 2022 continue even though we see mostly green numbers on the nightly news stock market reports most evenings, signaling that Wall Street is our eternal friend.

I am grateful for the recovery we have experienced in 2023. I am reminded, however, that the concerns we had last year of war or conflict remain in Ukraine, The South China Sea, and The Strait of Hormuz. Inflation is cooling amid the sweltering heat wave of 2023 but certainly has not gotten cool enough to make the Federal Reserve “chill out” on its interest rate policies. COVID-19 fears seem to resurface as kids return to school, and reports of various variants hit many communities worldwide. Mortgage rates continue to rise, and homebuilder sentiment appears to be declining faster than anticipated. Am I gloomy? Well no! Am I realistic that we live in challenging global times? Yes, I suggest that is the correct posture we should all take for the balance of 2023 and into 2024.

A band of economic experts debate weekly on the likelihood of a recession coming to the US in 2024. Most seem to agree that we are “maybe, sort of, probably, most likely, out of the woods for 2023...” I am not sure that leaves me with an incredibly warm fuzzy feeling; how about you? In contrast, and maybe to take a more wait-and-see approach, these same experts tell us that it is “less bad than it was last year” and tell us, according to Statista, a well-respected research firm, that by July 2024, we have a 66.01 percent chance that the United States will fall into another economic recession. However, they remind us that this is a decrease from the previous projection of a 67.31 percent chance of a recession. If I have a 66.01 percent or a 67.31 percent chance of having an awful day in the future, my hunch is, “I am probably going to have a bad day!” I ask myself if I or my clients need to be fearful. Fearful - no. Cautious and prudent - certainly.

For most of my adult lifetime, the message delivered to working folks across our fantastic country, from university professors to Radio and TV pundits, has been to “go sock away a boatload of money in your TSP, 401(k), IRA, Investment Account, etc.”.

But does money solve all of life’s problems? In my experience, money is never the answer. So now, if you have a seven-car garage and each garage door encases a pristine Rolls Royce or Bentley automobile, I have a couple words for you; I am available for adoption! For most of us, however, money seems to come and go at the most inopportune times. Wall Street is a fickle friend, and sometimes we are passionately enthusiastic about our relationship, and at other times we wish we had never heard the name!

Having counseled hundreds of clients over the past twenty years, I have discovered a simple but profound truth; income is better than money. Why is income better, you ask? In most cases, income is predictable, reliable, and sustainable. In the case of a pension or Social Security, it often has inflation protection built into the chassis to help offset the future decline of our buying power. In the case of CSRS and FERS pensions, federal retirees benefit from a COLA in most years. That COLA is tied to the CPI-W, and in years like 2023, retirees are very happy with Social Security and CSRS COLAs coming in at 8.7% and the FERS COLA delivering a 7.7% retirement income increase! Keep in mind for COLAs to be that high, the underlying inflation pressures have to be quite substantial. As we reflect on the current inflationary climate, the numbers are noticeably lower than in the summer of 2022. Based on this reality, we expect that the COLAs for January 2024 will be noticeably lower than those offered in 2023.

The power of a federal annuity (pension) is durable and genuine. Keep this in mind as you process the challenges of daily life at work; many non-federal workers you know can only dream of such predictability and annual increases in their retirement income plans.

I didn’t stay in the Marine Corps long enough to earn a pension.

Based on that reality, I must find ways to create predictable income streams for my retirement years. Do I use real estate? Indeed, I should. However, if we think back to just a few years ago, we all know someone who could not collect rent during the COVID-19 pandemic and was forbidden to evict that non-paying tenant due to government regulations. While real estate can be a good tool, we have discovered several times that forces beyond our control can inhibit our income even though we did nothing wrong. Should federal employees add real estate to their overall retirement plan? In many cases, yes, but with the understanding that real estate has limitations.

Should I contribute more to my Roth IRA since taxes will likely increase in the future? Those decisions need the perspective of a comprehensive tax strategy, but for the lion's share of all Americans, the resounding answer is YES! Should you max out your Roth TSP while you are working? Maybe. You will likely benefit by capitalizing on all the power in your Roth TSP. However, I encourage you to understand your current tax implications and future tax liabilities to ensure that your Roth percentages are accurate and suitable for your unique situation.

I could use a laddered bond strategy. Until 2022 there was merit to that approach. However, during 2022, we read countless headlines in the Wall Street Journal and other industry publications touting "It's the Worst Bond Market Since 1842". With these economic realities, federal employees wonder if the G Fund is a good alternative since it is "safe." In August of 2023, the G Fund had a 10-year average return of 2.22% while inflation's 10-year average was 2.36%. So even the "safe money" is a losing bet. The F fund currently earns 2.18%, but its 10-year average is only 1.73%.

Advisors worldwide use the phrase, "Don't worry, markets always come back!" While this is undoubtedly a true statement over long periods, the wild swings of Wall Street rarely align with your MRA+30 retirement date or any other retirement date for that matter. In the risk arena, the C and S Funds are fabulous options if time is your friend. As of July 2023, the C Fund has returned 20.62 year to date with a 10-year average return of 12.66. Take this with a grain of salt, as the C Fund was down -18.13% in 2022. Also, you must remember that if you need access to your money in particularly bad years, the value of those C Fund dollars can plummet as much as -55.2%.

I teach federal employees how to take advantage of their federal benefits. We discuss TSP offerings and alternative investment allocations to ensure the overall Retirement Income Plan is safe and profitable.

With concerns about lingering inflation, uncertain investment account values, housing market instability, and overall geopolitical unrest, I offer you the opportunity to visit with me and my team for a quick financial stress test. We regularly evaluate internal risk in our client's portfolios, and often those investments are not adequately aligned with their core inner feelings about losing or making money.

Call our office at 877-309-3364 or email me at John@SmarterRetirementSolutions.com to schedule your complimentary phone call, video conference, or in-person meeting.

John F. Ripley has been serving clients in the financial services arena since 2003, when he launched a mortgage company in Orlando, Florida. He hosted a financial radio program, "Your Home, Your Money," heard across Florida for many years. Now, as a nationally recognized and sought-after seminar speaker, John shares a message of hope in a fun and compelling way. He also serves our team as the principal communicator at our Retirement Income Workshops held across the U.S., where we teach business owners and attendees from all sectors how to create predictable and reliable lifetime income streams.

John served as a United States Marine Officer and is honored to be an Investment Advisor Representative at Smarter Retirement Solutions, leading our team of advisors nationwide. As our company grows to meet the increased demand for quality and thoughtful retirement advice, John provides oversight of our expansion both domestically and internationally. John, a proud sponsor of Smarter Feds retirement workshops around the U.S., empowers federal employees to maximize their benefits and live their retirement dreams. John appears in this year's "Retirement Planning" edition of Kiplinger's Magazine and appears on ABC, CBS, NBC, and FOX on the "Retire Happy Hour" TV program."



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OR SCAN THE CODE BELOW





PWC EDUCATION & CAREER DEVELOPMENT PROGRAM

By Karrie Krear, PhD, PWC Education & Career Development Program Manager

Did you know that the Professional Women Controllers (PWC) website has an Education and Career Development Page? This site has been developed by PWC to provide you with information on employment opportunities in the Federal Aviation Administration (FAA), career development while employed with the FAA, and to provide educational resources that are available to you. Additionally, this site is used to highlight College Training Initiative Schools around the country that offer an FAA-approved air traffic degree program.

You can find information about the PWC National Mentor Program and applications for mentees or mentors. Applications will be accepted starting in late September for the 2024 PWC Mentor Program. For more information, visit pwcinc.org/education-career-development.

You can also find information about PWC Education which includes national and regional training conferences that provide professional and timely training from certified instructors sanctioned by the FAA. Regional office personnel have provided instruction in such areas as developing Knowledge, Skills and Abilities (KSAs) and Individual Development Plans (IDPs), improving communication skills, and presentation of training courses such as "Managing Change" and "Violence in the Workplace."

Finally, the site contains Career Day Education materials and Fact Sheets. If you are participating with a Career Day or Science, Technology, Engineering and Mathematics (STEM) event, PWC can help you. PWC has STEM boxes, Table Tops, interactive activities, pencils, bags, stickers, and activity books. Please send me an email at pwc.inc.educareerdev@gmail.com.

We hope that you find the PWC Education and Career Development site helpful, useful, and informative. If you have any questions about anything located on this page, please feel free to contact us. We are always looking for new information and resources to improve our careers!

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Conference Registration



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ALL
ARTISTS!



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Federal Employee Professional Liability Insurance (FEPLI) provides crucial insurance protection for federal employees in case of qualifying administrative, civil, and criminal claims. If you are accused of wrongdoing, your FEPLI coverage can help you obtain legal advice and representation, as well as financial protection. However, as with all insurance coverage types, there are limits and exclusions to what it can cover.

Here's what you can expect from your FEPLI policy.

Coverage for Allegations Against You, the Policyholder

If someone makes a covered claim or allegation against you – even if that claim is baseless – your FEPLI policy will provide coverage.

But what if you want to file a claim against someone else? In this situation, your FEPLI policy will not provide coverage. The insurance is designed to protect the policyholder in case of claims and allegations, and it can provide coverage for associated legal costs. However, FEPLI does not provide coverage for legal costs that the policyholder may incur when filing a suit against another party.

Coverage for Allegations of Wrongdoing in the Course and Scope of Federal Employment

FEPLI provides coverage for claims of wrongdoing in the course or scope of federal employment. This includes a wide range of possible claims that are administrative, civil, or criminal in nature, including EEO actions, constitutional torts, whistleblower complaints and ethics investigations. Federal workers at all levels face the possibility of allegations from colleagues, job applicants, subordinates, and even the public, and FEPLI provides essential protection.

However, FEPLI does not provide coverage for lawsuits

brought against federal employees that are unrelated to federal employment. For example, if a personal guest is injured at your home and sues you as a result, your FEPLI policy would not provide coverage, because the claim is unrelated to your federal employment. In this situation, a liability claim might appropriately be filed against a homeowner's or renter's insurance policy.

Coverage for Specific Allegations of Wrongdoing, Negligence, or Rule-Breaking

FEPLI can provide representation during investigations or disciplinary processes. For example, if a policyholder is investigated for an ethics violation, legal advice and representation can be obtained with the assistance of the FEPLI policy.

However, FEPLI does not provide coverage for general performance issues. For example, a policyholder would not be able to file a claim in response to receiving a poor performance appraisal or being rejected for a raise or promotion over general performance issues.

Hopefully, these examples provide clarification about how FEPLI can enhance your overall insurance protection package. Learn more here, or enroll in coverage at your special PWC member rate now.

Article authored by Starr Wright USA. This article is offered solely for informational purposes. Starr Wright USA is a marketing name for Starr Wright Insurance Agency, Inc. and its affiliate(s). Starr Wright USA is an insurance agency specializing in insurance solutions for federal employees and federal contractors. For more information, visit WrightUSA.com. Starr Wright USA is a division of Starr Insurance Companies, which is a marketing name for the operating insurance and travel assistance companies and subsidiaries of Starr International Company, Inc. and for the investment business of C.V. Starr & Co., Inc.

RECAP OF THE 2023 PWC CONFERENCE FROM A EUROPEAN PERSPECTIVE

BY BETHANY BOHNENSTIEHL

Professional Women Controllers (PWC) had the honor of getting to know two European Controllers during their attendance at the PWC National Training Conference in San Juan, Puerto Rico this past April. Jill Long (Aldergrove Airport) and Samantha Houston (TC Heathrow Approach) were selected as representatives of the Prospect Air Traffic Control Professionals (ATCOs') Branch. Prospect is a Trade Union for Professionals in the United Kingdom (UK). The majority of its members are employees of National Air Traffic Services (NATS), but many members are also employees of other Air Navigation Service Providers (ANSP). These members are not just Air Traffic Controllers but also other Air Traffic Control Specialists such as Watch Managers, Training Managers and many other key roles.

Jill and Samantha summarized their attendance at the conference:

We had a fantastic time at the conference, it really was an honor to attend. We met so many amazing, inspirational people throughout the week; people who had broken barriers and made changes and those that are still learning, making changes, and inspiring others. It was a great learning experience with some great connections established. Everyone was so welcoming and also inquisitive about how things differed within the UK.

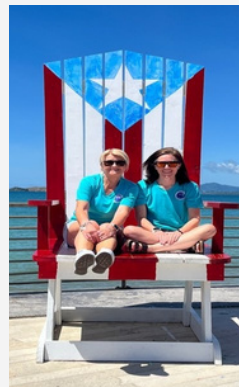
Career opportunities are very different for women in comparison to men within our industry. Communication, Knowledge, and Networking are key for the success of women working within the male dominated aviation industry. Hopefully we can demonstrate what we learned within our everyday jobs and with our colleagues.

We would recommend this conference to anyone who gets the opportunity to attend in the future.

"Always chase your goals no matter how unrealistic they may seem. It's amazing who you will meet and perhaps inspire along the way!"
Jill Long

"Learning more about Air Traffic in the US has been quite an eye opener. The low number of female controllers is a complex issue that appears to have no simple solution. The barriers are widespread and include, but not limited to, geography, work/life culture and the obstacles inherent in the FAA. There are many groups and departments on the drive to increase the proportion of females in aviation careers and improve diversity. Communication and collaboration will be key to getting any significant shifts." -Samantha Houston

We look forward to seeing Jill and Samantha or Prospect's other representatives this coming April in Louisville, KY along with many of you at our next training conference.



IGNITING DREAMS AND GIVING BACK AT EAA AIRVENTURE



**BY DARRYL WISHART IS AN
ATC SPECIALIST AT UFA, INC.**



From the very first moment I set foot in the world of aviation, attending EAA AirVenture was a personal goal that I wanted to achieve. This year, I had the privilege of embarking on my inaugural pilgrimage to this captivating aviation extravaganza, thanks in partnership to UFA, a leading provider of Air Traffic Control Simulation, and NATCA, the Controller Union representing thousands of Air Traffic Controllers in the United States. As I walked among the awe-inspiring aircraft and immersed myself in the palpable excitement that coursed through the bustling crowds, I found myself reflecting upon the profound bond I've cultivated with aviation over the course of my life. This year's AirVenture event held even greater significance beyond just experiencing an airshow - It was undertaking a journey to my personal Graceland, and it offered a distinct path to contribute to the next generation of the emerging aviators, affording me the opportunity to actively ignite dreams that once sparked my own fervor for aviation.

My journey in the aviation field began with my first glimpse of the sky. From that moment on, I became enthralled by the magic of aviation. As a wide-eyed kid, I would wander the tarmacs of countless airshows, my imagination soaring along with the planes. Those moments were the seeds that planted the desire to be a part of the aviation world and to contribute my passion to something greater. And as the years passed, my love for aviation remained unwavering.

Amidst the whirlwind of aircraft exhibitions, the roar of engines, and the camaraderie among aviation enthusiasts, the most invigorating aspect of my

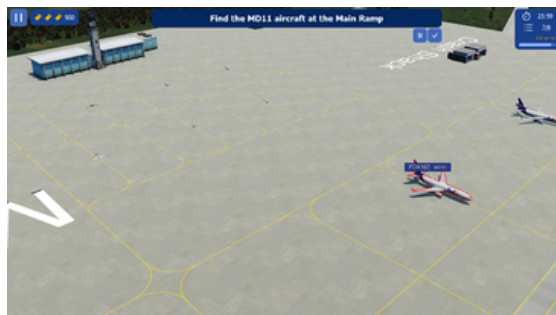
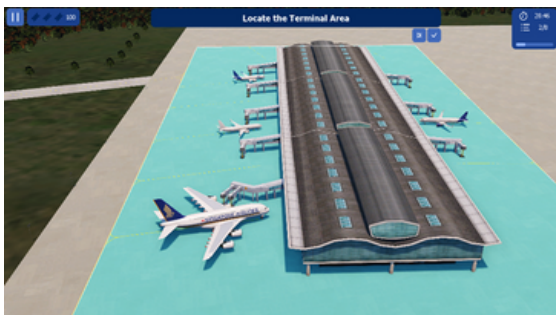
adventure was the opportunity to engage with young minds. I had the opportunity to support KidVenture, a space crafted to captivate children with interactive and educational aviation and aerospace activities.

KidVenture presented firsthand opportunities to young enthusiasts, ages 5-18, with interactive stations to learn about aviation. From constructing and launching model rockets to exploring aircraft and cockpits, delving into aviation history, and participating in a variety of aviation-themed games and challenges. And, of course, my personal favorite – Air Traffic Control!

Since 2016, UFA has teamed up with NATCA to provide an interactive platform for young enthusiasts to learn about what Air Traffic Controllers do every day to keep travelers safe. This year, UFA's simulation contribution to KidVenture included ATLIVE™ (Learn, Interact, Visualize, Experience), an innovative airport and air traffic control training software. This groundbreaking product allowed participants to engage with dynamic airport traffic scenarios through multi-touch gestures, creating an immersive and interactive learning experience. Incorporating the latest technology into their training software, each user was able to “Search and Identify” aircraft types, aircraft characteristics, and airport locations, all fighting for the highest score. While supporting the event, I saw the same sense of wonder that had ignited my own journey in the eyes of these aspiring young dreamers. Their enthusiasm was tangible, their inquiries seemed never-ending, and their curiosity was incredibly infectious.



During it all, I found myself struck by how the aviation community's willingness to give back had the power to shape lives. The experience was a poignant reminder that our journeys are not solely about our own aspirations; they're about the legacy we leave behind. The aviation world isn't just about aircraft and runways; it's about cultivating a community that thrives on shared passion and mutual support. And, as the sun set on my first year at Oshkosh, I carried with me the profound resonance of those interactions. The joy of igniting dreams, the privilege of giving back, and the realization that, indeed, it's never too late to become a source of inspiration.



About the Author: Darryl Wishart is an ATC Specialist at UFA, Inc.. Rooted in a lineage of aviation, his connection to flight traces back to his grandfather's association with Pratt and Whitney. Carrying forward a distinguished family legacy of air traffic controllers including his trajectory was predetermined. Academic pursuits led him to the Community College of Beaver County, where he not only secured his CTO (Certified Tower Operator) license but also achieved pilot certification. His professional journey encompassed roles in air traffic control at LWM and ZBW before culminating in his present position at UFA, where his expertise continues to flourish.





Why are Men in PWC?

By Isaac Lind, PWC New England Regional Director

You are not a woman, why are you a member of Professional Women Controllers (PWC)? Wait, they let guys into a women's group? Is there something you are not telling me? You are kidding right? These are just a few of the responses that I get when people find out I am a member of PWC. I have grown accustomed to the smirks, the incredulous looks, and then the inevitable questions. I was introduced to PWC through Aimee Shingleton in 2015, and I am proud to be a part of this wonderful organization. I figured that it was time to answer some of the questions and explain some of my reasons for being a member.

I have been blessed to have some very strong women leaders in my life, though not all of them have been in official leadership roles, they have taught me that diversity of thought and opinion is key to growth. Development and innovation will stagnate unless there are people that stand up and offer up a different point of view. I am not saying that the opinion needs to be contrary, but just a different perspective so that growth can occur. There must be opposition or variation to avoid stagnation or plateaus. We cannot do the same things every day and expect that things will change. One of the reasons I am a member is to add a different perspective, so that I can help PWC grow.

I am very proud to be a part of the FAA, and I love that our leadership has made huge strides in including people of all

backgrounds. I know we have improved, but we are still woefully behind percentage wise for women in Air Traffic. We need to continue to come together to ensure that all voices are heard. I want to make sure that we continue to develop as an organization and as an agency.

My mother has been a huge influence in my life and my overall development. She showed me that you do not need to be in a position of power to make a huge impact in the world. She taught me the subtle art of gentle persuasion through love and respect. My wife Kristen has helped me grow through inclusion and tolerance. She has demonstrated a level of love that is unmatched. Kristen has been an at home mother for the last 23 years, and together we have raised four young men that will go out into the world and support those around them. We were not blessed with a daughter, but I know that I can still help create a better environment for young ladies to come to work and not be afraid to excel.

I am here to stand as a voice for my mother, wife, sisters, and anyone else that does not have a platform. I am here to help champion the ideals that I believe will better strengthen PWC and the FAA and lead us into the future. I can not speak for all the varied reasons for men joining PWC, but as for me, I want to make a difference.

Lowdown on

Do you know any fun facts about Louisville? We do!

- 90% of the disco balls in the US are produced in Louisville. Get ready to boogie!
- Since 1875, there have been six (6) female jockeys in the Kentucky Derby. Run you own race ladies.
- The “Hot Brown” is the city’s signature dish. Comfort food, anyone?
- 1.8 million Louisville Slugger wood bats leave the factory annually. Now that’s a home run.

Discover more about Louisville when you attend the conference, April 10-13, 2024. See you there!

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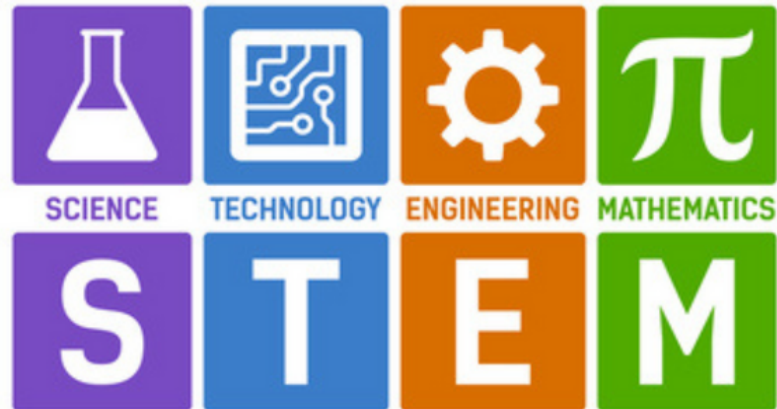
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PWC has STEM boxes, Table Tops,
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activity books.

Contact PWC Education & Career Development for assistance:
pwc.inc.educareerdev@gmail.com



Scholarship Opportunities

2024

Complete Your Application Today!

Open October 1st- February 15th

Mary McBurney Memorial Scholarship: The PWC Board of Directors designated the "Mary McBurney Memorial Scholarship" in honor of our late past-president whose passion for PWC's Scholarship program got it off the ground. This honor goes to every PWC member who is awarded a PWC Scholarship.

The Herman J. Lyons, Jr. Memorial Scholarship: Awarded to a candidate that stands out above the rest for his/her service to their community, excellence in academics, and dedication to the advancement of aviation education or design.

The Jacqueline Smith Burdette Scholarship: PWC co-founder Jacqueline Smith Burdette created an annually funded scholarship to encourage those planning careers in aviation, or to advance their career in aviation. Pre-requisites include enrollment in an accredited college or technical school, in an aviation-related program and intention to pursue an aviation related career. PWC membership not required.

The Sue Townsend Scholarship: This scholarship encourages women who are active FAA air traffic controllers or operational supervisors to advance their aviation career. Pre-requisites include enrollment in an accredited college or technical school, in an aviation-related program. PWC membership not required.

The Margaret Hoffman Scholarship: This scholarship is for women in the FAA who are active air traffic controllers. This scholarship can be used for any course of study, either to advance an ATC career or prepare the recipient for a second career. Staff, supervision, and management are ineligible.

Go to <https://www.pwcinc.org/scholarship> for more information!

TECH OPS LIKES WORKING WITH YOU

By Geri Reinhart at Infina, Ltd.

Technical Operations has a problem. They need to switch off a radar for maintenance. The weather looks good and a team is ready. But they need to talk with you about putting mitigations in place to minimize risk to flights and discuss the best time to do the work.

This is a job for Operational Risk Management (ORM). Technical Operations, Air Traffic Services, and other stakeholders use ORM to identify and assess potential risks and develop strategies to deal with them. By using ORM, Air Traffic and Technical Operations keep the flying public safe.



"I recently attended an ORM training workshop with Air Traffic managers" says Janna Primeau, System Support Center (SSC) Manager for Technical Operations Services. "We had fun joking back and forth, but we also built relationships and we've been building on that ever since. I love how we've increased Tech Ops and Air Traffic collaboration."

ORM looks a little bit different at every facility, depending on its culture and relationships. Some facilities bring Air Traffic Services and Technical Operations together for daily stand ups, others meet once a week for planning meetings.

"Facilities may differ in the way that they collaborate with their stakeholders," says Matt MacNamara, Operations Support Manager for Technical Operations Services. "They should use whatever communication process works for them. What's important is that the communication takes place."

"It's an ongoing conversation that's happening at every level," says Jenn Dempster, General

Manager, Joint Air Traffic Operations Command (JATOC) and PWC President. "Collaborating with our Tech Ops partners ensures we are all operating on the same page, enabling us to be better prepared."

In the past, Air Traffic Services and Technical Operations did not always communicate regularly. But since Technical Operations launched ORM, the culture has been changing. Now, no project is too small to engage in ORM.

"You'd be surprised how many things we can prevent early on by having these conversations," says Primeau.

Technical Operations collaborates with Air Traffic Services and other stakeholders during the ORM process. This back-and-forth communication helps ensure pertinent information and perspectives, potential risks, and mitigations are discussed. For some larger or more complex maintenance activities, installations, or upgrades, Technical Operations formally documents this ORM using an ORM Plan (ORMP).

ORM and You

To start ORM, just begin a conversation. Don't wait for an issue to arise or a formal meeting. Engage with Technical Operations as peers and begin establishing those relationships.

Next, be direct and clear, and check for understanding. Air Traffic Services has readback requirements for a reason. Controllers want to be sure that what they transmit is received. Collaborative communication is the same.

Equally important is to listen. Stephen Covey, author of *The 7 Habits of Highly Effective People*, says most people do not listen with the intent to understand; they listen with the intent to reply. Collaborative communication focuses on mutual understanding and



respect. Achieving this requires listening, respecting different perspectives, and giving people the space and encouragement to share their ideas.

5 skills you can use to boost collaborative communication:

- **Encourage mutual respect:** Foster conversations to hear all perspectives. Recognize and understand differences, but also unite around common ground.
- **Maintain constructive focus:** Keep discussions aligned and on track. Make sure personal opinions and stray topics stay out of the conversation.
- **Ask nonjudgmental questions to gain understanding:** Open questions, such as What? How? Why? and Could you explain more about...? enable collaboration. Closed questions, such as Do you agree? will usually generate a yes or no answer. Try restating the question as, What is your perspective? Use closed questions to reflect what you heard and/or bring to consensus, such as: Does everyone agree that...?
- **Engage in active listening:** Give your full attention to what others are saying. Take the time to understand the points being made, ask questions as appropriate, and don't interrupt at inappropriate times. Make eye contact. Demonstrate you have heard more than just the words. Show empathy.
- **Encourage Active Participation:** Create a culture where back-and-forth communication happens on a regular basis. Show stakeholders you value them and their input—they are important to you and to the discussion.

Involve all sides as problem-solvers who will listen to each other's perspective and then make a shrewd and enlightened decision together.

ORM Reduces Conflict

Air Traffic Services and Technical Operations often have conflicting responsibilities. But when conflicts are approached with a positive attitude, it can lead to creative solutions and a path forward. Try to address conflicts proactively and constructively. How do you decide who needs to compromise and

when? By building relationships, agreeing on priorities, and sometimes, by taking turns.

5 tangible communication techniques to help you manage conflict:

1. Schedule a meeting to address the problem, preferably at a neutral place.
2. Ask stakeholders to describe the conflict and desired outcomes.
3. Discuss all options in a positive manner. Then brainstorm solutions.
4. Rule out any options that participants agree are unworkable.
5. Summarize solutions and agree on next steps.

ORM Builds Consensus

Collaborative communication allows different perspectives to be heard. Collaborative planning looks at all viewpoints to reach consensus and choose the best ideas. To do this means building relationships, maintaining mutual understanding, deciding action steps together, and documenting the agreed upon plan. Trust is a crucial component in this process.

5 practices to build trust:

- **Get to know your peers in Technical Operations and their needs.** Introduce yourself and ask questions. Meet for coffee or some other venue outside of daily operations when you can both relax and have a focused, stress-free conversation.
- **Try to meet regularly.** This will naturally help to build relationships and trust. Daily or weekly meetings create situational awareness while building rapport.
- **Try to avoid jargon.** Define key Air Traffic terms and acronyms and ask your colleagues to do the same.
- **Speak in terms of results and potential consequences.** Talk about the benefits and potential safety risks for both Air Traffic and Technical Operations. Speak in a positive manner, but do not "sugar coat" potential hazards.
- **Encourage questions. Sometimes people are hesitant to ask questions.** Or they are so busy, they can't think of any questions in the moment. Encourage questions anyway and provide contact information so your colleagues can follow up with you.



The Air Traffic-Technical Operations Partnership

Remember, your partners in Technical Operations want to work with you, so keep the conversation going.

"When you collaborate with Tech Ops," says Primeau, "you're sitting with a bunch of people who care and are passionate about safety."

"We all have family and friends who fly and co-workers we care about," says Dempster. "So, our goal is the same, to keep the NAS the safest, most efficient aerospace system in the world."

About the Author

Geri Reinhart is a strategic communications specialist and content developer at Infina, Ltd. With over 25 years of developing impactful communications strategy, she plans, writes, and edits effective communications for federal, private, and nonprofit organizations.

About Infina, Ltd.

Founded by Sue Meeks over 31 years ago, Infina proudly supports the U.S. Government and international customers as their aviation safety partner. Infina provides top quality solutions for business, software, training, and media. Recently, in partnership with CANSO, Infina launched the ANSP Learning Portal (ALP) ([ANSPLearningPortal.com](https://www.ansplearningportal.com)), an online training library for air traffic controllers, managers, and supervisors.



Your Guide to Women's Preventive Care

It's important for adult women to have annual wellness exams after the age of 21. During this visit, your doctor examines your overall health. They'll also look for early signs of breast and cervical cancer.

Screening for Cervical Cancer

It's common to receive a Pap test (also called a Pap smear or pelvic exam) during your visit. Your doctor will collect a sample of cells from your cervix to test for any abnormal or precancerous cells. You usually need to get tested every three to five years.

Screening for Breast Cancer

During your visit, your doctor will perform a clinical breast exam. This happens by feeling breast tissue for any lumps or abnormal areas. Lumps can be very difficult to feel on your own, which is why it's recommended that women over the age of 40 receive regular mammograms. A mammogram uses an X-ray to examine the breast tissue and can detect changes before you can feel them.



Additional Screenings for High-Risk Women

Some women have a higher risk of developing cancer than other women. Your doctor can help determine your risk level and what steps you should take. For example, women who have a family history of breast, cervical or ovarian cancer can be tested for the BRCA1 or BRCA2 genes. BRCA is an abbreviation for the "BREast CANCER" gene, which is an inherited trait. A normally functioning BRCA gene helps prevent cancer by suppressing tumor growth. But a damaged or broken gene can increase the risk of developing breast cancer.

Assessing Your Risk

Since these are preventive care visits, there is no cost to see a Preferred provider for both Basic and Standard Option members.

Genetic counseling and evaluation can help determine if you've inherited a BRCA mutation. Since being a carrier is relatively uncommon, doctors usually only test people with a family history of breast or ovarian cancer. For that reason, benefits for preventive BRCA testing are available for our members with a family history of certain cancers. If eligible, you must receive genetic counseling and evaluation services before you receive preventive BRCA testing. You must also receive prior approval from us.

If you want to know if you're a carrier of the BRCA1/2 gene, talk to your doctor about genetic counseling. Eligible candidates will meet with a genetic counselor to discuss the risks, limitations, and benefits of undergoing genetic testing and what to expect afterward. Positive or negative, knowing your status will help you make better-informed decisions about your health. If you want to learn more about our preventive care coverage, be sure to visit <https://www.fepblue.org/plan-brochures>.

Air Traffic Controller Experience Makes TEAM Work

TEAM—the smoothly integrated, modern, unified data and recordkeeping platform—benefits from ATC input and experience.

Modernization of FAA air traffic controller training records from paper to the cloud is nearly complete—providing timely, accurate, and complete hire-to-retire recordkeeping in a single system.

Training controllers is a critical task for the FAA because there is zero margin for error in operational air traffic control. Keeping track of when training is completed successfully—along with continued demonstration of proficiency—is vital for keeping the US Air Traffic Control (ATC) system functioning safely and efficiently.

Training Enterprise Applications Management (TEAM)

Volanno's Training Enterprise Applications Management (TEAM) data processing platform consolidates 14 legacy electronic systems that followed no standardized architecture. TEAM is a smoothly integrated, modern, unified data and recordkeeping platform.

This system, housed in FAA's cloud services, will be deployed throughout the FAA's technical training management organization, and may be accessed by other FAA data programs. The software will be used by 14,000 people at the FAA.

TEAM is now in use at 304 out of 314 FAA Air Traffic Control (ATC) facilities including Air Route Traffic Control Centers (ARTCCs), Airport Traffic Control Towers (ATCTs), and Terminal Radar Approach Control Facilities (TRACONs).

Controller training was completed between July 2022 and April 2023 while administrative units in the field are now being briefed on program maintenance.

TEAM users are submitting enhancement requests to serve local needs and each request is being evaluated by the FAA, the National Air Traffic Controllers Association (NATCA), and the Volanno development team.

TEAM's success is a tale of collaboration. The FAA, NATCA, local facilities, and Volanno's software development team met frequently to ensure the features and enhancements needed for nationwide deployment were in place.

Andrea White Informs the Volanno TEAM

Andrea White, a training specialist at Volanno, played a key role in working with FAA users of the system. She joined Volanno following a career as an FAA air traffic controller and remembers all too well how tracking training accomplishments used to happen in slow motion.

After she retired as an FAA air traffic controller, White worked as a contract ATC training specialist in Arkansas for five years. According to White:

"There was tons and tons of paperwork. Everything went into a pumpkin-colored jacket, an iconic type of standard folder with paper training records for each controller. The FAA has been using this type of folder for nearly 50 years.

I had to enter the same training report data into several computer programs, and it took literally half of my day. This is what it took to communicate with everyone in the FAA who wanted to know what was happening in training.

With the new TEAM system, the same tasks take 45 minutes, leaving more than three hours to do other things such as developing courseware for training classes."

For example, once White wrote a training evaluation for an OJTI session, she had to enter it into three different electronic systems and save the paperwork for a year. Now such tasks are complete at the touch of a button with the report circulating immediately to everyone who needs to see it.

Essential TEAM Training Creates Consistency

White says undergoing controller training is not easy—plus, change is hard and needs to be managed effectively. In recent months, she has been conducting countless video conferences to teach FAA field personnel how to use TEAM.

As Scott D. Brown, FAA Policy and Requirements TEAM Manager (AJI-2410), explains:

"TEAM will create consistency throughout every facility as to how training is documented. We have worked to make sure this updated version of TEAM aligns and is compliant with the new Air Traffic Technical Training Order, JO 3120.4R.

While every facility uses the same training form, each facility may address those requirements a bit differently. With TEAM, we can improve the process for trainees and certified professional controllers in training."

Agile Scrum Methodology—Key to Efficiency

One key to the efficient development of software to handle all the complexity of FAA training requirements and reporting was the use of Agile Scrum methodology. Volanno instituted Agile techniques improve communications on a development team and bring clarity to goals, tasks at hand, and to acceptance criteria. Mistakes, when they happen, are corrected quickly with open lines of communication.

TEAM is supporting the NAS as an info centric air traffic system for the near term—and for decades to come!



Spotlight: Palm Springs Air Museum

By Sandy Holcomb, PWC Western Pacific Regional Director

The Palm Springs Air Museum (PSAM or The Museum) is a living history museum dedicated to educating the public about the role air power played in preserving American liberties and way of life. The Museum preserves, exhibits, and flies aircraft from World War II, Korean War, Vietnam War and the Global War on Terror. Though there are many static aircraft, a good portion in the collection are in flyable condition.

In addition to flyable and static aircraft, The Museum uses permanent and temporary exhibits, related artifacts, artwork, and library sources to perpetuate American History.

Many of their docents are veterans and are willing to share their experiences and sacrifices for the education of future generations.

Professional Women Controllers (PWC) is very excited to partner with PSAM for a Science, Technology, Engineering and Mathematics (STEM) event November 4, 2023!



SAVE THE DATE

PWC & PASM PRESENT

AIR TRAFFIC CONTROL ENRICHMENT PROGRAM

Join us November 4th, 2023 at the Palm Springs Air Museum to learn about Air Traffic Control at the museum and Tour the Palm Spring Air Traffic Control Tower

WWW.PWCINC.ORG

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STUMBLING BLOCKS

BY ISAAC LIND, PWC NEW ENGLAND
REGIONAL DIRECTOR

There are so many obstacles and roadblocks in our career journey. Every time that we want to improve ourselves or we seek for a promotion inevitably something creeps up to knock us down. Sometimes those stumbling blocks are of our own design, like the thoughts that I am not good enough, or that I am not ready. Thoughts of maybe I will bid on that position next time when I have a little more experience, or there are people that are way more qualified so I would not get it anyway. In reality no one is fully ready for a new position. No one can just jump into a new role and make it look like they have been doing it for years. There are always issues that come up that we will not know the exact right thing to do. The doubts will always be there, the questions of did I do the right thing will persist, but it is only through the trials that we truly learn and grow.

Do what you can to prepare yourself for the role you want, but do not wait too long. Studies show that women rarely apply for jobs unless they have 100% of the skills required, while men typically apply when they have 60% of the

required skills. If you wait until you are 100% prepared, then you have probably outgrown that position and need to set your sights higher. We must keep pushing ourselves higher. We need to stop standing in the way of our own progress, and we need to allow ourselves to grow.

Sometimes we are ready to take that next step and then other people start chiming in and convince us that we are not good enough. They say things like, "you will just fail and embarrass yourself". "It is easier to just stay where you are and let others make the decisions". "Can you really change anything"? "Do you really think that they will pick you"? Just as our personal stumbling blocks we need to see through the doubters and push for what we want. Really what is the worst thing that can happen, you do not get the job? I know that rejection hurts but it can help us in the long run. Do not let the fear of rejection stop you from achieving your goals. There will always be obstacles and challenges along our career path, do not let your own fear or doubts hold you back further.

CONTRACT Act Eliminates FERS Annuity Penalty for FCT Controllers

Serco is one of the largest non-government Air Navigation Service Providers in the world, providing ATC services in the US, Canada, UK, and Middle East! Serco has been providing air traffic control services globally since 1947, and in the United States since 1968.

Here in the United States, we have immediate openings for air traffic controllers in Alaska, Arizona, California, Colorado, Idaho, Montana, Nevada, Oregon, Utah, Washington, and Wyoming. We offer a competitive rate of pay, paid vacation leave, comprehensive benefits package, and opportunities for career growth and progression.

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We look forward to connecting with you soon!



Are you a retired FAA Air Traffic Controller?

We have great news! You can now work in a FCT and keep your FERS annuity.

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