

## **Professional Standards Program – Management Benefits DRAFT**

Managers, one of my top priorities is to make sure that you have the tools to do your job. So I invite you to add the Professional Standards Program to your manager's toolbox.

This program is designed to promote and maintain the highest degree of professional conduct among controllers.

Here's how it works: NATCA leadership selects and trains local members to take on cases that are submitted by controllers and management at their facilities. They work to understand each case and aim to resolve them through a peer-to-peer process.

But this isn't a NATCA program--it's a program that benefits everyone.

By using Professional Standards, you'll be able to focus on being a leader at your facility. You can trust that the committee members will handle the case, which they do successfully, 90 percent of the time. But if you find that a situation hasn't been resolved, you as a manager, will have the opportunity to address the situation as you see fit and that includes traditional disciplinary methods.

Managers across the NAS have embraced the program as a way to resolve conflict and encourage positive behavior.

### **Haven Melton, air traffic manager at Memphis TRACON in Memphis Tennessee.**

I don't have anything to lose by using professional standards because I know I have more to gain. // This is a program that will create a professional air traffic controller.

### **Tommy Graham, ZFW ATM**

In this case, you get a longer lasting result in my opinion with less workload and also the employee feels like they got valued through the process. // If you reach better results by working things together, or using a process that's more beneficial, why wouldn't you take advantage of that?

### **Robert Stone, ATM Chicago O'Hare International Airport.**

Let's be honest, peer-to-peer pressure works a lot better in some cases than discipline does from a manager. // This is something that we can try differently that will have a big positive impact. // We're all about safety. We're all about results, results, results. This will give you the results and I think that you can continue to build off that. Build off your successes.

### **Irene Willard, ATM John Wayne Tower**

When we do use professional standards, we give the employee an opportunity to fix whatever it is they know they need to fix. And they'll come to that realization through the professional standards committee member. // They aim much higher than just correcting the behavior. // They're actually trying to empower employees to take ownership of their actions. We'll gain an employee that has a new perspective of professionalism and the effect of their conduct on safety.

Just like you heard, you'll find that cases aren't just conflicts—they're opportunities for committee members to show their colleagues that there's a better, more professional way to be a controller.

So, try Professional Standards out at your own facility. You'll find that the program will help you make a difference.