

Right FROM THE Start

Providing air traffic facility leadership
a foundation for a self-sustaining,
collaborative workplace



Get off on the right foot

Right from the Start provides facility leadership with a full gamut of the health of their workplace. It helps them gauge teamwork and leadership effectiveness, assess employee perception of the workplace, and identify issues that may impede the full potential of the operation.

Right from the Start initiates a culture of high engagement and creates a strong leadership presence based on feedback from everyone in the air traffic operation.

Right from the Start promotes collaboration between management and labor and offers a way for facility leaders to develop objectives and a clear-cut plan to improve workplace health.

Purpose and Goals of Right From the Start:

- ▶ Provide an in-depth, comprehensive assessment of the facility, as seen by the workplace
- ▶ Provide candid feedback to facility leadership – both management and labor
- ▶ Initiate a culture of high employee involvement and engagement
- ▶ Develop joint objectives and an action plan grounded in a strong understanding of opportunities and challenges at a facility, supported by labor and management

FAA management and NATCA members must jointly request the Right From the Start (RFTS) Assessment from air traffic leadership. Facility management, union representatives and service area leadership must all agree on the objectives and scope of the RFTS process. The initiative will align with FAA and NATCA collaboration methodology.

The RFTS process

- 1** Data collection, in the form of interviews, gives facility personnel an opportunity to voice their perspectives of their workplace environment. The data allows the RFTS team to create an assessment and a baseline to work toward culture change within the facility.
- 2** The assessment allows facility leadership to create objectives, with coaching from the RFTS team. Facility leadership creates a vision and a plan for the facility. RFTS continues to coach facility leadership toward a self-sustaining, collaborative relationship.
- 3** Once the facility objectives are accomplished, the RFTS team and facility leaders review the process and jointly close it.

Products\Services

RFTS offers two primary products: **Full Engagement** and **Leadership Alignment**. Both products allow facility leadership to evaluate their relationships, build a healthier workplace and foster a self-sustaining, collaborative facility.

To date, the RFTS team has helped more than 40 facilities get off on the right foot. They have a proven track record of working transparently and effectively with national and regional leaders of Air Traffic Services and NATCA to support workplace health at the field facility level.

To keep all levels of the ATO informed of the progress of various initiatives and the costs incurred, the Organizational Effectiveness Office provides ATO leadership with a summary of all RFTS findings and facility reports.



For more information about
Right from the Start

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