

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

GL 3120.17

GREAT LAKES REGION

4/24/92

SUBJ: GREAT LAKES INITIAL TRAINING FOR SUPERVISORS (GLITS)

1. PURPOSE. This order establishes guidelines for Air Traffic Managers to administer Course 94712, "Great Lakes Initial Training for Supervisors (GLITS)," and to develop local lesson materials to augment the course.
2. DISTRIBUTION: This order is distributed to all field Air Traffic Managers, Great Lakes Air Traffic Branch Managers and the Employee and Development and Organizational Effectiveness Branch, AGL-17.
3. BACKGROUND. The Great Lakes Supervisor's Committee (SUPCOM) identified a need for newly-selected area supervisors to receive information augmenting training provided at the Center for Management Development (CMD). It was determined that the information should consist of the application of knowledge and skills acquired at the CMD to the operations environment. Based on this need, a workgroup of supervisors from all air traffic options convened and developed a self-study course for new area supervisors consisting of six modules. These modules are:
 - a. Administrative Responsibilities
 - b. Performance Management
 - c. Employee Development
 - d. Labor Management Relations/Equal Employment Opportunity
 - e. Special Handling and Unusual Situations
 - f. Shift Management

NOTE: An initial distribution of course materials will be made within thirty days of the effective date of this order. Because there are local procedures which are specific to facilities within some of the modules, it will be necessary to incorporate this local material into the course.

4. ACTION. The following actions shall be taken by the responsible individual/organization.

- a. Air Traffic Manager.

(1) Upon receipt of the initial distribution, arrange for a review of the course materials and the incorporation of local information as designated in each module (Section "i" of the course book provides a listing of course materials to be developed/inserted locally).

Distribution: A-X(AT)3:A-FAT-O(LTD); AGL-17 (1 cpy)

Initiated By: AGL-541

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(2) Assure that each newly selected supervisor receives the course material. Course books may be ordered by speed memo from AGL-504.

(3) Assign an individual to monitor progress and review and discuss completed course materials as the area supervisor works through the course. This individual may be a training specialist, program specialist, assistant program manager or staff officer, area supervisor, area manager, assistant air traffic manager or air traffic manager.

(4) Prior to assignment to supervisory duties, ensure that the area supervisor has completed the course.

(5) Assure that the supervisor completes each end-of-module and end-of-course critique. The end-of-module critiques should be retained in the facility until the course is completed.

(6) Assure that course completion information is entered in the employee's Training and Proficiency Record, FAA Form 3120-1.

(7) Complete and forward a Great Lakes Attendance Record (GL Form 3000-4) to AGL-17 through AGL-504. This should be submitted with the package of course critiques described in (5) above.

(8) Bring any discrepancies identified in the course to the attention of AGL-504.

b. Air Traffic Division, Administrative Program Manager, AGL-504.

(1) Make initial distribution of course books to all Air Traffic facilities.

(2) Distribute additional course books upon receipt of speed memos from requesting field facilities.

(3) Review Great Lakes Region Attendance form (GL Form 3000-4) and forward to AGL-17.

(4) Review any end-of-module critiques and report any identified course discrepancies to the Regional SUPCOM Chairperson.

c. Employee Development and Organizational Effectiveness Branch, AGL-17.

(1) Enter course completion data from GL Form 3000-4 into the CPMIS training history.

(2) Upon request from the Air Traffic Division, produce course completion data.

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d. SUPCOM Chairperson.

(1) Arrange for the annual review and update of course materials.

(2) Review and take appropriate action on comments regarding course quality and suggested improvements.

e. Facility Operations Branch, System Support Section, AGL-540.

(1) Provide a liaison between the Regional Office and the SUPCOM Chairperson for course related matters.

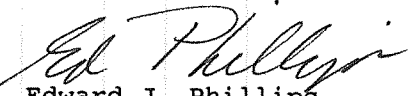
(2) Arrange for the periodic telecons between supervisors who have completed Module IV, LMR and the regional LMR Branch.

f. Area Supervisor.

(1) Complete all course requirements in a timely manner.

(2) Bring any discrepancies to the attention of the Air Traffic Manager.

(3) Arrange for periodic telecons between supervisors who have completed Module IV, LMR and the regional LMR Branch.


Edward J. Phillips
Regional Administrator