

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

GL AT 1110.1

GREAT LAKES REGION

10/9/92

SUBJ: MENTORSHIP PROCESS

1. PURPOSE. This order describes roles and responsibilities for the establishment of a voluntary process to assist developmentals.

2. DISTRIBUTION. This order is distributed to Branch Managers and above in the Regional Office, Air Traffic Division, and to all Air Route Traffic Control Center (ARTCC) Managers.

NOTE: Special distribution will be made to NATCA Representatives, Center SUPCOM Representatives and Special Emphasis Organizations.

3. EFFECTIVE DATE. This order will be effective November 1, 1992.

4. BACKGROUND. It is not uncommon for new Air Traffic controller developmentals to have difficulty acclimating to a new environment, thereby causing some training failures. This has generated a need to develop a process to help reduce those training failures.

5. DEFINITIONS.

a. MENTOR. A GS-2152 controller who has obtained FPL status in an air traffic control facility, and who has volunteered to be a source of information and assistance to Developmentals.

b. MENTEE. A 2152 Developmental, including transferees.

6. ROLES AND RESPONSIBILITIES. Mentorship is designed to provide support to employees in an effort to enhance training and assist new employees in becoming acclimated to their new position. Mentorship is totally **voluntary**.

a. Mentors and Mentees shall not compromise union or management rights in addressing issues involving:

(1) Union rights as defined in the FAA/NATCA agreement and/or the Federal Service Labor-Management Relations Statute.

(2) Civil Service Reform Act of 1978.

(3) EEO Counselor duties as described in FAA Order 1400.8.

Distribution: A-X(AT)-4; A-FAT-1 (SUP)

Initiated By: AGL-504

b. CONFIDENTIALITY. Neither party shall place themselves in any type of compromising situation that deals with illegal activities or safety issues. The privacy of information cannot be kept confidential when it involves substance abuse, or any other illegal activities.

c. MENTORSHIP STEERING COMMITTEE. Each ARTCC, in the Great Lakes Region, shall establish a Mentorship Steering Committee to locally administer the mentorship process. Each ARTCC should develop a local order/guidelines specific to Mentorship. Membership representatives of the Steering Committee shall include, but not be limited to representatives of NATCA, Special Emphasis Organizations, Management Representatives, and the controller workforce.

d. MENTOR SELECTION CRITERIA. Facilities shall establish a process to consider the following minimum criteria for Mentor Selection.

(1) Full Performance Level (FPL) Controller

(2) The volunteer's background experience and training (other than technical) as well as demonstrating dependability, creditability, Human Relations skills, self-motivation and overall ability to be a role model.

(3) All perspective mentors must complete the Cultural Diversity Workshop, Course Number 94632, and the Mentorship Workshop, Course Number 94710, before being matched with a mentee.

(4) No on-the-job instructor/evaluator (OJTI/E) shall train or evaluate their mentee.

(5) No Management official or elected NATCA representative may serve as a mentor.

e. MENTOR SELECTION PROCESS. Final Mentor selection shall be made by a consensus of a **SELECTION PANEL** consisting of:

(1) Facility Air Traffic Manager or his/her designee.

(2) Facility NATCA Representative or his/her designee.

(3) Special Emphasis Organizations(s) Representative(s).

f. MATCHING PROCESS. Participation in the Mentorship process is voluntary.

(1) The facility shall provide the mentees the opportunity to match or select a mentor from a list of qualified mentors.

(2) If the mentee does not make a selection within the facility established time frame, a mentor will be assigned according to local guidelines.

(3) The facility shall provide guidelines for either a mentee or a mentor to discontinue participation in a particular match. The mentee shall then be provided the opportunity to select another mentor or discontinue participation in the program.

g. FACILITY EDUCATION PROGRAM. Facilities shall establish an internal education program to include:

(1) Presentations by facility steering committee, special emphasis organization(s), NATCA, and management team to identify the concerns/goals of each group.

(2) Identification and explanation of:

(a) definition of mentorship

(b) role of mentors/mentees

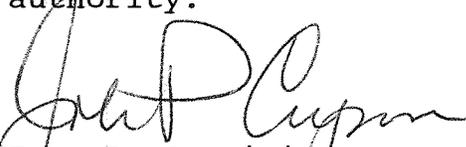
(c) Confidentiality/ethics

(d) Review of EEO Order FAA 1400.8

(e) Role of NATCA

(3) Overview of regional/facility mentorship orders and guidelines.

h. PROBLEM RESOLUTION FORUM. Each ARTCC in the Great Lakes Region shall establish a process for problem resolution. It shall be included in the local facility order/guidelines covering mentorship. Specifically, it shall include procedures for bringing issues to the committee, and how those issues shall be resolved and forwarded to the steering committee. A consensus of the steering committee is needed for problem resolution. If a consensus cannot be reached, the issue will be elevated to the appropriate higher authority.


John P. Cuprisin
Manager, Air Traffic Division