



**U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION**  
Air Traffic Organization Policy

**ORDER  
JO 3110.19**

Effective Date:  
10/25/2017

**SUBJ:** Air Traffic Organization New Manager Succeeding in Your First Year Training Requirements

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The work of the Air Traffic Organization (ATO) continues to be dynamic and complex. Well-prepared operational supervisors are vital to our safety mission. Developing new supervisors to manage and lead operational work teams must continue, and they must be provided core training as early as possible in their new role. The training, Succeeding in Your First Year (SYFY), is established for this purpose.

This order establishes the roles and responsibilities for this critical and foundational training. The practices and procedures set forth also identify reporting requirements. Core training is essential to the success of new supervisors, enabling them to lead and develop the workforce and manage resources strategically. The effectiveness of our new supervisors has great impact on the success of the entire ATO.

A handwritten signature in black ink, reading "Teri L. Bristol". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

**Teri L. Bristol**  
**Chief Operating Officer**  
**Air Traffic Organization**

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## Chapter 1. Introduction

**1.1 Purpose of This Order.** This order prescribes the ATO training and reporting requirements for new operational supervisors.

**1.2 Audience.** This order applies to the Air Traffic Organization.

**1.3 Where to Find This Order.** This order is available on the MyFAA Website: [https://employees.faa.gov/tools\\_resources/orders\\_notices/](https://employees.faa.gov/tools_resources/orders_notices/).

### 1.4 Abbreviations and Acronyms.

- a. **ASG** Service Centers, Administrative Services Group
- b. **ATM** Air Traffic Manager
- c. **COO** Chief Operating Officer
- d. **DCOO** Deputy Chief Operating Officer
- e. **DM** District Manager
- f. **GM** General Manager
- g. **SYFY** Succeeding in Your First Year Program
- h. **TGM** Technical Operations Group Manager
- i. **TOM** Technical Operations Manager

### 1.5 Definitions.

a. **New Operational Supervisors.** Newly selected supervisors/managers with a firm offer letter and an effective date for the following Service Units:

- (1) Air Traffic Services
- (2) Technical Operations Services
- (3) System Operations Services

b. **Service Center ASG Lead.** Service Center(s), Administrative Services Group (ASG) member(s) are assigned to lead the coordination of new manager training reporting. Service Center(s), ASG leads shall update the designated KSN tracker with new manager training enrollment reporting for their “domain”. Additionally, the Service Center ASG Lead will identify an alternate/back-up.

c. **Backlog.** Any new operational supervisor who did not complete the SYFY workshop within 90 days of the effective date of the personnel action.

## **Chapter 2. General Procedures**

### **2.1 New Operational Supervisor Required SYFY Training.**

The ATO designates the Succeeding in Your First Year (SYFY) program to provide operational supervisory training for new, operational first-level supervisors/managers in Air Traffic Services, Technical Operations, and System Operations with critical, customized operational supervisory training.

### **2.2 Enrollment Requirements.**

All new operational supervisors and temporary supervisors assigned positions of 180 days or more in duration in Air Traffic Services, Technical Operations Services, and System Operations Services shall be enrolled in the next available SYFY workshop immediately after selection. The new operational supervisor may not assume supervisory responsibilities until enrolled in the SYFY workshop. This mandatory training must be completed within 90 days of the effective date of the personnel action.

### **2.3 Roles and Responsibilities.**

#### **a. Management Services, Employee Development Group**

- (1) Notifies the Service Center ASG of supervisors who leave early or are no-shows.
- (2) Provides Service Center ASG with signed SYFY roster for each completed course.
- (3) Host SYFY repository for enrollment, cancelation, and rescheduling data.

#### **b. Service Center ASG**

- (1) Identifies new operational first-level supervisors/managers promotional information each pay period.
- (2) Enrolls all new operations supervisors in SYFY as described in section 2.2 Enrollment Requirements.
- (3) Notifies the ATM/TOM/Facility Training Manager/District Training Manager of the supervisor's enrollment date.
- (4) Tracks enrollment data and provides updated information to the Management Services, Employee Development Group.
- (5) Reschedules SYFY cancellations upon receipt of notification of and approval from ATM/TOM/Facility Training Manager or representative.

#### **c. System Operations Services Representative**

- (1) Identifies new operational first-level supervisors/managers promotional information each pay period.
- (2) Enrolls all new operations supervisors in SYFY as described in section 2.2 Enrollment Requirements.

- (3) Notifies the ATM/Facility Training Manager of the supervisor's enrollment date.
- (4) Tracks enrollment data and provides updated information to the Management Services, Employee Development Group.
- (5) Reschedules SYFY cancellations upon receipt of notification of and approval from ATM/Facility Training Manager or representative.

**d. ATM/TOM/Facility Manager**

- (1) Ensures supervisor attends the assigned SYFY delivery.
- (2) Approves cancellation/rescheduling of SYFY enrollments, if necessary. (3) Notifies the applicable District Manager/General Manager/Technical Operations Group Manager and the respective Service Center Administrative Services Group (ASG) within 1 business day of approved cancellation/rescheduling.

**e. District Manager/General Manager/Technical Operations Group Manager/Director of System Operation Services/Director of Flight Service/Manager Alaska Flight Service**

- (1) Reviews cancellation/rescheduling decisions to ensure compliance with order.

**f. Service Center ASG Lead**

- (1) Ensures compliance with order.
- (2) Ensures accuracy of enrollment, cancellation, and rescheduling data required for the reporting requirements to the distribution list outlined in section 2.4 Reporting Requirements.

**2.4 Reporting Requirements.**

**a. Canceling/rescheduling.** Cancellations should be rare and for extraordinary reasons only.

- (1) Cancellation/rescheduling must be approved by the facility Air Traffic Manager (ATM)/Technical Operations Manager (TOM) or their representative.
- (2) The facility ATM/TOM or their representative must notify the applicable DM/GM/TGM of any cancellation/rescheduling, no-show, and/or incomplete with the reason(s) within one business day.
- (3) The Facility/District Manager must notify the Service Center Administrative Services Group (ASG) of any approved cancellation/rescheduling.
- (4) System Operations Service ATM or their representative must notify the applicable Director of System Operations Services/Director of Flight Service/Manager Alaska Flight

Service and notify Employee Development Group in Management Services (AJG) of any approved cancellation/rescheduling within 1 business day.

**b. Monthly Cancellations/No-Shows/Incompletes Reporting Requirements.** Employee Development Group will deliver the SYFY Monthly Report on the fourth Friday of each month to:

- ATO Deputy Chief Operating Officer (DCOO)
- Vice Presidents (VPs) and Deputy Vice Presidents (DVPs) in AJT, AJW, AJR and AJG
- Service Area Directors and Directors of Operations in AJT and AJW
- System Operations Services (AJR)
- Employee Development SYFY Program Office (AJG)

The report must contain, at a minimum, the following information:

- Legal name
- Employee FAA email
- Service Unit, Service Area
- Facility
- Current position
- Promotion date
- Type (Cancellation/No-show/Incomplete)
- Reason (operation requirements, medical, personal, other)
- Follow-up action (Reschedule date, other)

The table below is only an example and may be modified as long as it contains the minimum information required in paragraph 2.4.b.

| <b>SYFY Monthly Report</b> |  |              |              |          |                  |                |  |   |   |
|----------------------------|--|--------------|--------------|----------|------------------|----------------|--|---|---|
| Legal Name                 | Employee FAA Email   | Service Unit | Service Area | Facility | Current Position | Promotion Date | Type (cancellation, no-show, incomplete) | Reason (operation requirements, medical, personal, other) | Follow-up Action (reschedule date, other) |
| Joe Newsupe                | <a href="mailto:Joe.Newsupe@faa.gov">Joe.Newsupe@faa.gov</a> | AJT          | WSA          | ABC      | OS               | 5/4/17         | Cancellation                             | Personal  | Rescheduled for next class 5-14-17        |