



Coaching

Much concern has been raised in the past week about the role of the floorwalkers aka “coaches”.

I have confirmed with management that they are not “operational” in that they are not extra sets of hands to get a flight out on time or to process DBCs.

They should be available on the radio to help their colleagues who may be struggling with SOP, ACpedia or CM entries.

They are meant for the newer Specialists but that does not mean our more senior colleagues can not enlist their assistance.

Leads. There are leads who have been marked as Coaches. The very job description of Leads incorporates mentoring and leading so they are coaches by default. However they should not be treated like the other coaches in that they would not be able to dedicate themselves 100% to a colleague as the operation would come first.

Reports. The Training department needs to know the deficiencies of the training program so to that end the coaches do need to submit reports. Both Management and myself have reiterated to the coaches in no uncertain terms that **names nor any other information associated to an individual are not needed** in the reports and if they had, to cease immediately. Reach out to me if it still continues.

In solidarity,



Eric, District Chair, D101