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Administration**

Western-Pacific Intercom



EMPLOYEE LEARNING CENTER SACRAMENTO AF SECTOR

Cover Story

Story & Photos By Hank Bertuleit

Have you ever tried to study where the lighting is poor or where there are distracting noises or where the surroundings are depressing or cramped? These were among the problems that faced the Sacramento Airway Facilities Sector (AFS) office in the construction of a "Learning Center" that would be used to house Computer Based Instruction (CBI).

CBI is now used to teach Airway Facilities personnel many of the fundamental principle courses in the technical fields, as well as specific equipment theory courses. The terminals are connected through a computer network system to the FAA Academy and other course sources. The student is then directed, by the CBI computer terminal, through a course of study. The courses may contain reading assignments, slide presentations, video tapes or disks, laboratory experiments, and interactive exercises with the CBI computer in such areas as equipment trouble shooting practice.

Finding a home for the Learning Center was made easier because the Sacramento

Sector Office was being relocated into a new and larger building. The design and arrangement of the facility was the first problem faced. A recent U.C. Davis graduate with a degree in the field of design and ergonomics was hired to help plan the layout of the Learning Center. With a plan in hand the time for physical work arrived. Soundproof material, lighting and cabinets were installed, old furniture was reupholstered, a reference library was started, then the room was painted and wallpapered. The Learning Center was now ready for the first students.

Since that time, the Learning Center has served over 50 students and has been improved in both the physical and operational aspects. The main source of change has come from the students themselves through discussions and comments. The development of this Learning Center into a valuable training resource is something of which the Sacramento Sector is proud.

Cover photo: Truman Middleton, Proficiency Development Specialist, and Jac Beigel, Engineering Technician, at work on the CBI Terminal in the new Learning Center.

More Sacramento

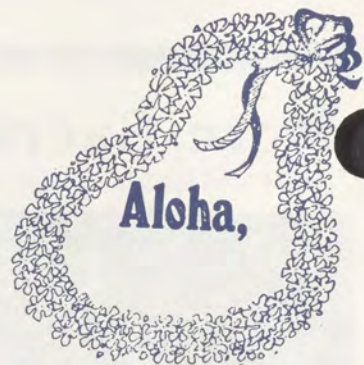


Top left: Truman Middleton (right), Proficiency Development Specialist, gives Supervisory Electronic Technician Henry "Hank" Bertuleit a look at the Learning Center storage cabinets.

Top right: Truman Middleton works with Jac Beigel, Engineering Technician, in the Learning Center lab area.

Below: Lisa Vogt, Clerk-Typist, learns from a video tape while Ben Maes, Proficiency Development Specialist, get in a little extra studying.

HAPPY HONOLULU HAPPENINGS



Congratulations to the folks at Honolulu Tower who recently received awards. Top left--Air Traffic Administrative Services Clerk Asuncion Kanagusuku (right) is recognized with a Quality Within-Grade Award presented by Assistant Air Traffic Manager Tom Rea. Top right--John Sabanos (left) receives a Quality Within-Grade Award, presented by Area Supervisor Rick Sullivan. Bottom left--George Kalehua (left), Air Traffic Assistant, proudly receives a Quality Within-Grade from Area Supervisor Ron Conroy. Bottom right--Area Manager Dick Weining (right) is presented with his 30-year service career emblem by Tom Rea. Dick began his Federal service as a controller in the U.S. Navy, then joined the CAA as an Airway Operations Specialist. He has seen the change from CAA to FAA and has been with the agency for the past 28 years.

A hearty round of applause to the recipients. Keep up the good work!

FOG AT LAX

Like Working Inside A Ping Pong Ball!

Fog at LAX -- not an unusual occurrence at this busy international airport. But on March 4, 1986, it was different. On this particular evening, the fog had settled in, the Airport Surface Detection Equipment (ASDE) had failed, and for eight solid hours aircraft arrived and departed LAX without ever being seen by the tower controllers.

With visibility only an eighth of a mile in fog, "it was like working inside a ping pong ball," said Controller Laurel Macurda.

The controllers on duty voluntarily gave up their breaks for the eight-hour shift -- eating on position -- while the normal flow of traffic was maintained, with minimum delay.

The six controllers: Vinnie Hampton, Laurel Macurda, Laurie Weber, Jeff Tittle, Paul Callinan and Holli Hoskins. Their supervisor was Bud Riebel.

Exactly one week later, the seven were again on duty during the swing shift and were visited by Regional Director Mac McClure. As Mac delivered his congratulations to each for a job well done, reporters from KTLA, Channel 5, were on hand to televise the event and tell the American public of their dedication to duty.

Each controller received a Letter of Commendation from Supervisor Bud Riebel, who, in turn, was presented his own Letter of Commendation by Facility Manager Jim Holtsclaw.

Mac McClure also took the opportunity to congratulate all the controllers at the Los Angeles Tower and TRACON for their exceptional performance over the past weeks during extremely adverse weather and operating conditions.

"These two facilities demonstrate the finest example of team effort," Mac said.



Above photos: Area Supervisor Bud Riebel (left) presents Letters of Commendation to Hollie Hoskins (top), Air Traffic Assistant, and to Controllers Laurel Macurda (middle) and to Jeff Little (below).

Monterey Tower Happenings

Congratulations to Training Specialist Ken Powell and Controller Rob Mendelsohn for receiving Letters of Commendation for participation in the internal facility evaluation team.

Monterey Tower will host the fifth annual Tower Open Golf Tournament May 7 and 8 at Laguna Seca/Rancho Canada Golf Courses. For further information, call Monterey Tower at 408/375-1211.

Flight

Standards

Division Awards



Congratulations to the following Flight Standards people who received awards: Special Achievement Award to Phyllis Cleveland, Fresno Flight Standards District Office (FSDO), presented by General Aviation and Commercial Division, AFO-800; Letters of Commendation to San Diego FSDO employees Barbara Anderson-Smith, Floyd Goodyear, Roy Billings, Fred Cooper, Scott Crosier, William Dickinson, Oscar Feaster, Lila Fielden, William Gamble, Robert Griscom, Richard Harris, Edwin Johnson, Linda Lafferty, Jennifer Lefler, William Matson, James Pendergast, Robert Rae, Alvin Schene, Carolyn Schmid, Calvin Schroeder, John Smickle, Donnal Smith, John Thorpe, Shirley Vicars, Roy Thompson, Susan Genest, Paul Pankalla, and to Kenneth Goodsell of AWP-205, Lorraine Williams of Sacramento FSDO, and to Angela Emerson of Oakland FSDO; and last, but certainly not least, Letter of Appreciation to William Janis of Los Angeles FSDO.

Ken Krohn Retirement Dinner

Friends of Ken Krohn are invited to a retirement party in his honor scheduled for Saturday, April



26 at Charley Brown's in King Harbor in Redondo Beach. Cocktails will begin at 6:30 p.m. followed by dinner at 7:30. Menu choices consist of Beef Teriyaki, \$15.50; Chicken Florentine, \$18; or Lobster Tail Meat and Shrimp on a Skewer, \$20.

Interested persons may contact Eileen Partridge or Sheree Geil in the Regional Air Traffic Division at ext. 1299. Payment must be received no later than Monday, April 21.

Reno FSS Award

Congratulations to Reginald Fritschle, controller at Reno Flight Service Station, who recently received a Letter of Commendation for his performance from March 1985 to March 1986.

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Please submit
material for
publication
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black and
white only,
to AWP-5.

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News In Brief

The Office of Management and Budget has approved FAA's FY 1986 Operations Supplemental request for \$80 million. Also approved was an \$8 million transfer from Facilities and Equipment appropriations to finance the cost of reemployed annuitants. The sources for the \$80 million supplemental, in millions, are: \$43.725 in Airport Improvement Program funds; \$27.550 in Urban Mass Transportation Admin. formula grants; and \$8.725 in Amtrak funds. The supplemental bill now will be forwarded to the Congress from the President.

The agency has proposed a substantial civil penalty against Eastern Airlines for alleged maintenance-related violations of Federal Aviation Regulations. The civil penalty letter was delivered to Eastern March 7 and covered results of a special inspection and evaluation of Eastern during the period Dec. 3, 1985, through Feb. 20, 1986. Alleged violations include failure to comply with Airworthiness Directives, requiring mandatory inspections or repairs and failure to maintain adequate records.

A proposed regulation, published in the Federal Register on March 6, seeks to control the noise of new helicopter types. If adopted, it would apply a federal noise standard that reflects the current state-of-the-art in production.

The Alaskan Region is urging pilots to check their emergency locator transmitters (ELT) after each flight to ensure that the crash signal has not inadvertently been activated. False ELT signals, running at a rate of more than 97 percent of all signals, have greatly hampered the effectiveness of the international Search and Rescue Satellite Aided Tracking system, which locates downed aircraft and ships. The system as of last December had helped to rescue 510 persons, 246 of which were involved in aviation incidents.

New Data

Transmission Network On The Way

The new Data Transmission Network, which will enable FAA offices and facilities to transmit information to each other in short order is now on the way. FAA has signed an \$18 million lease/purchase contract with Uninet, Inc. of Lenexa, Kansas, to produce both the hardware and software for the system.

This new state-of-the-art network will replace the existing Administrative Data Communications Network and the public data network, which the agency shared with other federal agencies.

The new system will provide agency-wide transmission of administrative data, including such essential items as payroll, personnel, and safety information. In addition, it will provide an electronic mail system which can be used by any office or facility that has a terminal with a modem.

Current plans call for preliminary acceptance of the new network in Sept. 1986, with final cutover in March 1987.

Chemical

Abuse

Meetings



Chemical Abuse Meetings are being held at the Regional Headquarters. Old and new members are welcome. For information, please call Anne Clayton at ext. 1300 in the Aviation Medical Division.

180 YEARS OF SERVICE

Hats off ...

MT. HUMBOLDT

AF SECTOR

FIELD OFFICE



The Mt. Humboldt Radar Airway Facilities Sector Field Office set the stage for a special presentation of 30-year pins to six of the eight technicians stationed there. The facility is a joint-use FAA/U.S. Air Force Long Range Radar located about 35 miles north of Phoenix, Arizona. The site, atop Mt. Humboldt, a 5200-foot peak in the Tonto National Forest, provides a breath-taking view of the Mongollan Rim and the Verde River Valley, with Horseshoe and Bartlett Lakes in the foreground.

Those technicians honored with the special ceremony were Bob Elgines, Tom Goff, Joe Weber, Leonard Dunn, Andres Reveles and Steve Runzo. The other two technicians employed at the Radar Office are Chuck Farnham and Dave Sanders, both with 25 years of service. Manager Al Boisvert holds 32 years of service to his credit.



Top photo: Career pin recipients. Back row--Bob Elgines, Tom Goff, Leonard Dunn. Front row--Joe Weber and Steve Runzo. Andres Reveles was not available for the photo-taking session.

Below: Riley Porter (left), Acting Phoenix AF Sector Manager, made the presentation to each of the recipients. At right, Joe Weber receives his pin.

Photos by Al Boisvert.

DENNIS WILHAM

HONORED

Dennis Wilham (center), former FAA Representative in Tokyo, is shown as he receives a Special Achievement Award from Regional Director Mac McClure (right) and Duane Bullard (left), Manager, Planning, Appraisal and International Aviation Staff. The award ceremony took place in Dhaka, Bangladesh, where the three recently met for the 21st Annual Conference of the Directors General of Civil Aviation, Asia and Pacific Region.

Dennis received the award for his tireless efforts in coordinating and participating in the United States government's investigation of the Japan Air Lines (JAL) flight which crashed on Mount Osutaka in Japan on August 12, 1985. Because the accident took the lives of all but four of the 524 passengers aboard the JAL B-747, it became the worst aviation disaster in history.

The extensive knowledge of Japan and its customs that Dennis gained during the seven years that he has served as the FAA Representative in Tokyo were vital assets in the task of coordinating the United States government's investigative effort with Japan's Civil Aviation Bureau, JAL, and many other organizations. Making arrangements with the United States Army at Camp Zama, Japan, to



provide investigators with helicopter service to the rugged mountainous crash site was just the first of many actions taken by Dennis which expedited the accident investigation. After the long days at the grim crash site had ended, Dennis spent additional weeks making arrangements to transport certain parts of the wreckage from Mount Osutaka and the sea at Yokohama (where certain portions of the tail cone were found) to Tokyo for electron microscope study, in an effort to identify the cause of the accident.

Dennis is now Deputy Director of the International Civil Aviation Organization Regional Office in Bangkok, Thailand.

Guam CERAP Awards

Congratulations to the following Guam CERAP folks who recently received Letters of Commendation: Evans Bell, Dennis Cleveland, Gayla Copenhafer, Charles Cornelison,

J. DeVoll, Harold DeAtley, John Dobyons, Chester Edge, Alvin Lorenzo, Marvin Rovner, Jon Siverly, James Teubert and Franklin Viernes. Keep up the good work!

FAA PLAYS VITAL ROLE IN HELICOPTER ASSOCIATION INTERNATIONAL CONVENTION

Photos and Story By
Russell Park

Representatives of the Western-Pacific Region joined members of the FAA Headquarters Rotorcraft Office to man the FAA display/booth at the Helicopter Association International (HAI) Convention from January 26 through 28 at the Anaheim Convention Center. Over 8,000 registrants from around the world viewed displays from commercial operators, manufacturers and suppliers as FAA personnel discussed rotorcraft plans, answered questions, distributed material and provided rides in the FAA Vertigon.

Manning the FAA booth were Elly Brekke, Joe Fowler and Frank Torikai, Air Traffic Division; William Guest, Hangar Maintenance Unit; and Russell Park, Public Affairs Office. Lending excellent assist with the booth preparations were Ralph Odenwald, Air Traffic Manager, Orange Country Tower and Irma Ortega, Air Traffic Assistant. Jim Whitley and Dave Hahmeyer, Civil Aviation Institute, Oklahoma City did an outstanding job preparing Vertigon "flyers." Rounding out the team were Colonel Pete Pudukzi, U.S. Army, Military Assistant and David Ostrowski, Headquarters Rotorcraft Program Office.



A total of 264 exhibitors showing helicopter operations ranging from emergency medical service, law enforcement, military, offshore drilling to corporate uses, filled the convention hall as meetings were held in nearby hotels and facilities.

Great numbers of participants in the HAI convention "thanked" the FAA for the vital and most informative part they played and the excellent performance in the program. Congratulations on a job well done.

Top Photo: David Ostrowski (right), Headquarters Rotorcraft Program Office explains details as other registrant listens to videotape of the National Rotorcraft Program.

Below: Prospective "flyers" of the FAA Vertigon are given the details on flight operations by representatives of the Civil Aviation Institute, Oklahoma City in the FAA display area.

Below left: Colonel Pete Peduzzi (left) Military Assistant, Rotorcraft Program Office is shown with Elly Brekke, Air Traffic Division talking with crowd at FAA booth.



Letters We Like To Receive

INFORMATION: Official Letter of Commendation

DEC 6 1985

Manager, Real Estate & Utilities Branch, ANM-56

Belva Lindblad

Lead Accounting Technician, AWP-26B

Thru: Manager, Examination & Classification Branch, AWP-26

On November 25, 1985, an electronic technician happened to stop by the Alamosa, Colorado, VORTAC, on the way to another site and discovered the power had been turned off by the San Luis Valley Rural Electric Cooperative, and the FAA-owned standby engine generator was furnishing power. It was further discovered that the power at the San Luis, Colorado, RML had been turned off by the same Cooperative. Both facilities were believed to be turned off without notice the previous day. FAA personnel at the Denver Airway Facilities Sector (AFS) called the Cooperative and could not get the power restored until an alleged late payment was received. Furthermore, manager of the Cooperative demanded FAA post a \$2,000 bond. The hostile situation was referred to the Regional Office for resolution. However, efforts to reach agreement were unsuccessful.

Your help was enlisted to interface with the Cooperative's manager and accounting department to explore alternatives. You were able to offer an automatic pay system agreeable to the Cooperative and bring a very hostile utility's manager to an understanding of FAA accounting. Power was restored to the sites. Without your personal attention and expertise, power would not have been restored without a substantial delay, seriously jeopardizing the operation of these two navigational aids.

The instance is only one example of the professional support you continually provide. You are always willing to go the "extra mile" and do so with a positive, cheerful attitude.

All members of the Real Estate & Utilities Branch concur in this official Letter of Commendation.

ORIGINAL SIGNED BY
CYNTHIA J. BROWN

Cynthia J. Brown

ANM-56D:Dage:X2825:d1c:12/2/85(WP)

More Letters We Like To Receive

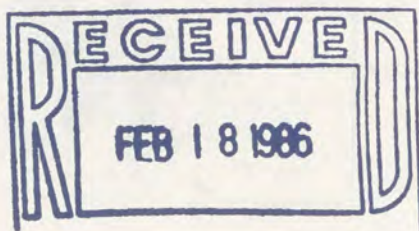
(Editor's Note: The following letter of appreciation to the Sacramento Flight Service Station is from a student pilot and concerns services provided by Air Traffic Control Specialist **Randy Colvin** and Supervisory Air Traffic Control Specialist **Jerry Judd**. Hats off to both for a job well done!)

To whom it may concern:

I am a beginner pilot. As part of a practice session for Cross Country Flight planning I called the Flight Service Weather Briefing office. I spoke to a man named "Randy". He was exceptionally helpful as I was unsure of what I needed to do or what information I should have. He took a few extra minutes to clarify what he was there for and what I normally would need to know prior to calling in. Then he proceeded to give me a briefing with explanations when necessary. Since I was not aware of what the briefing contained, Randy helped me be more confident and clear on what your service is all about. It is very rare when someone is this considerate and I truly believe you have a fine employee working for you. A "thank you" too to Randy's Supervisor "Jerry" for taking the time to talk to me about the facilities and the services' purpose. He too was exceptionally kind. I plan to visit the office soon.

Thank you again,

Karen Olson



'It is our destiny to explore'

Since our national tragedy in space many of us have asked ourselves many questions regarding those fateful seven and our quest for space. In particular many have asked, Is it worth it all? It has brought to our attention two most important aspects of ourselves as a nation — that we are truly a compassionate and caring people — not for our personal selves but for our brothers and sisters — and most important that we are human, we are not perfect in all that we do. While we have achieved success beyond our wildest dreams we have now learned the hard, cold fact that space travel like all else is not a perfect science.

Because of this fear of imperfection the question is now being asked, should we continue the manned programs or should we concentrate on unmanned programs? Each has its place as can be seen in the Voyager successes. Voyager has done what man is not yet prepared to do, but is essential for the preparation of future manned exploration.

So why manned exploration if robots can do it? Simply stated, what unmanned exploration cannot do is give us that human insight so nec-

(Editor's Note: The above letter was written by Jim Shamp of the Fresno Flight Standards District Office and recently published in the Fresno Bee newspaper.)

essary to better understand ourselves and our place in this universe. Remember that Christmas Eve in 1968 when we saw for the first time our planet from the moon? We learned, on that most appropriate of days, a little more about ourselves, our place in the universe and our frailty. We learned something that a robot could never tell us.

So, what we must not forget as we remember our beloved seven is that space exploration, our final frontier, is man's ultimate destiny, one they wanted and chose with great anticipation. Whether those seven would want us to continue on or not we will never know until our own calling. These pioneers would probably tell us it is truly our destiny to explore, but if that exploration produces some tragedies we cannot stop, for the results of doing so may be even more devastating.

We must never forget that throughout the history of mankind we did not stop each time we failed but learned of our shortcomings and proceeded. Had we stopped, had we forgotten, the history of mankind would have also stopped.

So if we as a nation could do just one thing for those brave souls, if we could say but one thing to those seven astronauts, it should be this — that all is not fleeting, all is not in vain. Their ultimate gift to all mankind will lead to higher glory, greater discoveries for all, and, yes, we will continue manned exploration and we will always remember them for that.

JIM L. SHAMP.

Fresno.

Civilair News

Civilair now has admission discounts available for the Spruce Goose and Queen Mary attractions in Long Beach, California. The "Voyager Club" card can be obtained from the Civilair Desk, located in the Regional Office on the fourth floor. Upon presentation of the card at the box office, a discount from the admission price will be given to the holder.

Special advance-sale discount tickets for Magic Mountain in Valencia, California, are also available from the Civilair Desk. At a price of \$11.95, the general use ticket is discounted by \$3.55 from the everyday admission price. Children under four feet tall are eligible for a \$7.50 advance ticket; children under two years old are free. If interested in Magic Mountain tickets, contact the Civilair Desk at 213/643-8526, 10 to 2 p.m. weekdays except Wednesday. If preferred, send a check for full payment along with a self-addressed, stamped envelope to Civilair, Inc., at the FAA Regional Office. Tickets will be sent back by return mail.

Reid-Hillview Tower News

Reid-Hillview Tower recently bid farewell to retiring Area Supervisors William Newman and William Brown, and now welcomes new Area Supervisor Ronald Franson from Oakland Tower. Congratulations to new full performances levels Frank Beals and William McKnight who were recently checked out. Congratulations also to Controller Glenn Brown for achieving his private Pilot's Certificate. Welcome to developmentals Crystal Baumbach and Christopher Bock.

1986

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*Savings Vary According To Season

**"MARCH OFF TO
FABULOUS YEAR ROUND
SAVINGS"**



FAA Warns Owners Of Faulty Altimeters

The agency is telling U.S. aircraft owners, including commercial carriers and the military, that about 6,400 altimeters built last year could have defective parts and give erroneous altitude readings. The altitude gauges were built by United Instruments, Inc., of Wichita, Kan.

Many of the units are so new they may not have been installed in aircraft yet. To date, only two of the some 330 defective altimeters discovered were actually installed in planes. Furthermore, the sophisticated primary altimeters used by commercial carriers are not involved. However, some commercial aircraft might have used the defective units as back-up instruments.

In a mailing sent to aircraft owners, FAA is instructing those whose aircraft have United Instruments altimeters to check serial numbers against a list of those built during the suspect period. Defective altimeters must be removed and returned to the manufacturer for service. Units that work properly can be used but they must be shipped back to the manufacturer for inspection by July 1.

Wind Shear Symposium

The American Institute of Aeronautics and Astronautics (AIAA) will conduct a Wind Shear Symposium on Saturday, May 10, from 1 to 9 p.m. at the AMFAC Hotel near the Los Angeles International Airport. The meeting will feature leading engineers and scientists who are considered experts in understanding wind shear, the atmospheric phenomenon suspected of being responsible for some crashes of aircraft landing during storms.

For further information, contact Bob Reedy, 818/761-1234 or Herb Rosen 213/204-0375.

Las Vegas Celebrates In Style

by Dave Clarke

I was hungry. My stomach thought my throat had been put in a tight noose by the AM along about New Year's, and my taste buds had a severe persecution complex due to having been sorely neglected for 12 months. Twelve long months had passed since Black History Month of 1985, and 12 long, long months since Dave and Carolyn Stokely's last "Soul Food" dinner.

I arrived at the facility conference room on Sunday, February 23, 1986. The aroma of BBQ ribs, deep fried chicken, cornbread, black eyed peas, chicken gumbo, sweet potato pie and peach cobbler permeated my sense of smell, triggering an uncontrollable urge to EAT. And eat I did! Along with 35 other people, including controllers, technicians, and staff people with their spouses and children of various sizes and ages, with one thing in common--a ravenous appetite.

I for one layed aside about all I ever learned from Emily Post and used my fingers freely. I strongly suspect that others did likewise.

Conversation lulled somewhat among the participants. In fact, about the only communications heard were many "mmm", "mmmmms" and "are you going back for thirds too?"

Carolyn is an Air Traffic Assistant here at Las Vegas Tower, and has been active in facility Black History Month observances for the last two years. She and her husband, Dave, contributed many hours of their time in sharing with us their knowledge of Black History, their customs, traditions and culinary skills.

Carolyn and Dave, I speak for all of your friends at Las Vegas Tower when I say, "We love and appreciate you!" Mmmm Mmmm! Are you going back for thirds, and are there any left-overs?

It's 4:00 -- Do You Know Where Your Government Property Is?

Each FAA employee has a responsibility to care for government property. This means that everyone must properly utilize, care for and protect these items. If you find that such property is misused, lost, destroyed, or damaged, you have a responsibility to document this on FAA Form 4630-8 and for-

ward the form to the property custodian.

An extra measure of care must be taken when using government property, but if it is lost, stolen, or damaged, immediate reporting is mandatory. Remember--Failure to report the loss or damage of agency property may be the basis for disciplinary action.

PLAYING FOR THE TEAM

by Cheryl Cooley, AAC-433D



In high school, many of us played team sports. You may ask, "How does that relate to our careers?" or "What does that have to do with anything?" One answer is that the team principles learned then can still apply.

Many times when things get especially busy and stressful on the job, my high school coach's words come back to me. Words like "Get tough," and "Bow your neck," and "Poise under pressure." (This doesn't mean I always do it, I just said I remember it.)

For those of us who are not independently wealthy, our game lasts 8 hours every day. You may not happen to agree with your boss' "coaching" philosophy, but, during the "game", he or she is the coach. If you disagree with your coach so strongly that you can't play his or her way, then it may be time to turn free agent, folks. No one can fault you for wanting to change teams, as long as you do it with a positive attitude. You can change teams without having to leave the conferences (our conference being the FAA).

Whether you believe it or not, you have a lot of control over your career. The true key is keeping a positive attitude. Communicate with the people you work with and for; try and then try again to work out problem situations. Finally, if you really feel you've exhausted your efforts and nothing seems to work, communicate with the people you want to work for. What qualifications, experience, and training are needed to qualify for positions in those areas? Find out how to get there from here.

Sometimes in employer/employee situations it's like the old song says,"there ain't no good guys, there ain't no bad guys, there's only you and me and we just disagree...." To quote a leading behavioral therapist, Dr. Helga Rhode, the most significant thing to remember is that a good team player should "NEVER TACKLE THE COACH."