

Brea Phillips
703-241-7796
540-520-7084 (mobile)
brea@stevengaffney.com

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**IS SNOOZING CONTROLLER SYMPTOM OF DEEPER ISSUES?
INTERNATIONAL COMMUNICATION EXPERT AND AUTHOR STEVEN GAFFNEY WARNS TO
INVESTIGATE BEFORE IT'S TOO LATE**

What does the sleeping controller reveal about the Federal Aviation Administration and what actions must they take to prevent future crises?

Washington, DC – An air traffic controller fell asleep on the job while working his fourth straight night shift at Washington's Reagan National Airport, but is that the biggest issue the Federal Aviation Administration must confront at this time? Author, speaker and communication expert Steven Gaffney warns seemingly isolated events like this are typically symptoms of much larger issues.

Through nearly 20 years experience advising top government leaders and Fortune 500 executives on increasing the bottom line through open, honest communication, Gaffney has learned occurrences such as this don't come out of nowhere. He advises the FAA to take a deeper look at what this incident might reveal, saying, "A problem that appears isolated is typically indicative of deeper rooted issues and can turn into a large-scale crisis if not managed effectively."

What does Gaffney believe to be one of the deeper issues revealed by the slumbering controller? Lack of an open, honest work environment. In his experience, problems are often preventable if management creates an environment that inspires individuals to communicate openly about suggestions or concerns before they escalate into crises. He advises the FAA they must view this as a symptom to a bigger issue before it's too late.

Gaffney notes this situation also leads many to question the FAA's safety measures. He asks, "If the FAA only requires one controller in one of the world's most important airports, what does that say about the requirements at other airports?" He continues, "And what other safety precautions are being skirted?" He recommends the FAA take professional accountability and ownership for the sleeping controller and current safety conditions, while also examining the root causes to prevent future crises.

Steven Gaffney is available by phone, Skype and via satellite to comment on what the sleeping controller reveals about the FAA and what actions they need to take to improve communication and restore confidence.

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About Steven Gaffney:

Steven Gaffney is a leading expert on honesty, interpersonal communication, influence and leadership. Thousands of people credit his keynotes, breakout sessions, seminars, media appearances and three books with making the critical difference in their lives and careers.

If you'd like more information about this topic, or to schedule an interview with Steven Gaffney, please contact Brea Phillips at 703-241-7796 or brea@stevengaffney.com. For more information on Gaffney's seminars, presentations and Honest Communication Results System™, visit www.stevengaffney.com.

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