

2013 Roger W. Jones Award for Executive Leadership  
Nomination of Claudio Manno  
Commitment to Effective Continuity of Government

While Claudio Manno has distinguished himself as a trusted leader among his peers and employees, he recognizes that none of his organization's accomplishments could be achieved without efficient organizational structure and the devoted people he has worked with. He not only shows his appreciation for colleagues' efforts by what he says, but also through his actions, by supporting their well-being and professional growth and development.

Following the attacks of September 11, 2001, the FAA Security organization and a majority of its personnel were transferred to TSA. Claudio was part of a handful of executives that not only stood up an entire Federal agency, but also did so while protecting millions of the travelers every day. He personally organized, trained, and led office personnel in a new, more responsive approach to enacting effective operations within shorter time frames and at complex levels of risk. His tireless efforts supported streamlined policy development and clarity for the thousands of entities impacted worldwide by the new and groundbreaking initiatives. Just a handful of those initiatives resulted in the way we manage aviation security today including the TSA No Fly List, enhanced and advanced screening protocols, and perhaps most important, a more efficient and effective means of intelligence sharing among disparate but critical sources of information. He was recognized for these game-changing initiatives with a Gold Medal in Teamwork from the Secretary of Transportation.

Following his exemplary work at TSA he returned to Federal Aviation Administration (FAA) to lead a new Security organization. Operations were devastated with the severing of the two organizations, and Claudio reorganized and reinvigorated on multiple levels, an intelligence function that worked closely with National Security Counterparts and served both the Administrator of the FAA and the Secretary of Transportation. He consolidated and integrated an Agency-wide crisis management approach that is the benchmark of the Department today.

In 2009, while serving as the Acting Assistant Administrator for Security and Hazardous Materials, Claudio embarked on an ambitious objective to reorganize services and establish new career paths to senior level positions in headquarters and field operations. His vision for the future of the organization was to establish a foundation that would permit growth in terms of both programs and personnel. As a result of Claudio's vision and leadership, the Office of Security and Hazardous Materials Safety have emerged as a stronger more efficient organization. Claudio's efforts succeeded in clarifying roles, responsibilities, and business processes, while simultaneously expanding our scope and providing growth opportunities for employees to ensure sustainment of our mission now and in the future.

In addition to these structural changes, Claudio has also demonstrated his dedication to employees in other ways. Since taking on the responsibility of Assistant Administrator for the Office of Security and Hazardous Materials Safety in 2010, he has put a significant focus on workforce engagement through frequent communications with all employees.

Claudio meets with senior leadership three times a week and with all division and branch managers once a week. This provides designated times for all management to have dialogue about their ideas, concerns and questions. He created a special section on ASH's SharePoint site called Leadership

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Outlook. This section communicates on-line monthly, spotlighting employees, sharing accomplishments, and imparting valuable information about the organization. In addition, employees are invited to quarterly “Brown Bag” lunches with Claudio where they can participate in person or by video to discuss what is most on their minds.

As an advocate for his employees, Claudio has allocated resources dedicated to develop and carry out supportive work life and wellness programs that led to the development of a volunteer ASH Wellness Committee, weekly employee fitness tips, and a range of employee wellness initiatives.

Additionally, he promotes employees’ use of alternative work schedules and telework to encourage them to balance the competing demands of home and work, which allows them to succeed personally and professionally.

It is no wonder that this organization experienced an 82% participation in the 2012 Federal Viewpoint survey of “Best Place to Work in Government” – employees wanted to share how much they enjoy working for the organization. In fact, Claudio’s organization outperformed all FAA sub-agencies in their rating for, “senior leaders demonstrate support for Work/Life programs” and “I recommend my organization as a good place to work.”

Claudio believes developing employees is essential and continues to be a devoted advocate for motivating, developing, and mentoring managers and executives. Claudio has supported FAA sponsored and government-wide career and leadership development programs for employees and managers throughout ASH to include the ASH-sponsored Making Opportunities to Develop Employees for Leadership (MODEL) Program, The Federal Executive Institute (FEI), The Executive Potential Program (EPP), and The Program for Emerging Leaders (PEL).

He has played specific and direct roles in the advancement of many employees over the years. Through his endorsement and support, two employees were accepted into the President’s Management Council Interagency Exchange Program and the National Defense University, Industrial College of the Armed Forces (ICAF) Program. Of particular note, the ICAF Program is a coveted program which accepts only one out of fifty thousand DOT employees who are eligible to apply. At the end of this program, the participant will earn a Master of Science Degree in National Resource Strategy and will bring back a wealth of knowledge to Claudio’s organization. Additionally, Claudio mentored ASH employees with impressive career aspirations that led to a robust line of succession. He personally guided a Federal employee through the ranks from a Program Manager, Director, all the way to Senior Executive Service (SES). Top level support for these types of developmental opportunities is rare in an era of shrinking budgets and reduced personnel.

Claudio’s contributions to aviation safety and security exemplify his unwavering commitment to public service and ensuring that the U.S. aviation system continues to improve and remains the safest aerospace system in the world. His hard work and determination also position the FAA and ASH for continued success and growth in the years to come, but more importantly to the employees who look up to him, he genuinely cares about the people who carry out his organization’s mission

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every day. Claudio's leadership exemplifies what is great about Federal employees and their service to country.