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**FOR IMMEDIATE RELEASE**  
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**CONTINUED FEDERAL AVIATION ADMINISTRATION FAILURES WERE PREVENTABLE  
INTERNATIONAL COMMUNICATION EXPERT AND AUTHOR STEVEN GAFFNEY PREDICTED FIRST  
SNOOZING CONTROLLER WAS ONLY THE BEGINNING ... WHAT IS NEXT?**

***Gaffney warned the first sleeping controller was indicative of larger issues and advised the Federal Aviation Administration to take a deeper look at what the incident revealed before the situation escalated into a large-scale crisis. A series of embarrassing lapses and nearly a month later, is the FAA still ignoring that advice?***

Washington, DC – Since the first reports of a sleeping air traffic controller at Washington’s Reagan National Airport in March, the Federal Aviation Administration has experienced repeated safety failures, scandals and employee suspensions, resulting in nine newly opened safety-related investigations. Author, speaker and communication expert Steven Gaffney predicted that incident would only be the first of many and warns current FAA responsiveness may be too little too late.

Following reports of the snoozing controller at Reagan National Airport, Gaffney issued a press release warning the FAA that the incident was a symptom of much larger issues. His nearly 20 years experience advising top government leaders and Fortune 500 executives on increasing the bottom line through open, honest communication has shown him such occurrences do not come out of nowhere. Gaffney explains, “Big problems, or crises, may seem to materialize out of thin air, but the truth is that the big problem was once a small problem that was ignored or neglected.”

Ignored and neglected. Sound familiar? The FAA has a history of denying or excusing failures and air traffic control issues. A more timely and honest response to the Reagan National incident could have prevented those that followed, including First Lady Michelle Obama’s delayed landing and controversies over controllers sleeping and watching movies on the job.

In times of controversy, Gaffney recommends full disclosure and transparency. “Proactively bring up difficult issues and information before they are discovered,” he says. “If someone else discovers bad news before you divulge it, your trustworthiness and credibility are undermined.”

FAA Administrator Captain Randy Babbitt’s nationwide Call to Action on air traffic control safety and protection is a step in the right direction, but is it enough to make a difference? Gaffney’s experience has taught him leaders must model the behaviors they seek and implement specific strategies for resolving issues before they mushroom.

Steven Gaffney is available by phone, Skype and via satellite to comment on how the FAA should have responded differently 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](mailto:brea@stevengaffney.com). For more information on Gaffney’s seminars, presentations and Honest Communication Results System™, visit [www.stevengaffney.com](http://www.stevengaffney.com).

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