

# Managing for Performance - Safety, Customer Service, Conflict and Work Ethic: A Guide for Transit Operator Trainers

The Florida Department of Transportation (FDOT) in cooperation with the Center for Urban Transportation Research (CUTR) at the University of South Florida (USF) will be presenting this two-day, train-the-trainer workshop at CUTR in Tampa, Florida. **NOTE: This course is a requirement to graduate from the Florida Transit Operator Trainer Training Certificate Program.**

## Date & Time:

May 9-10, 2018 (8:30am - 4:30pm, daily)

## Host Agency:

USF Center for Urban Transportation Research (CUTR)  
3808 USF Alumni Drive - Room 102  
Tampa, FL 33620

## Overview:

Operators are expected to be safe, respectful of customers, and report for duty as assigned and on time. Agency policies and procedures reinforce these expectations. There are typically consequences for employees who fail to meet standards of performance in each of these areas. However, the transit environment can be a breeding ground for forces that create conflict and demotivate employees.

In this course, participants will examine the relationship between stress and performance, and learn fundamental principles of employee behavior, motivation, and management. Included in the course agenda are techniques for encouraging safe behavior, avoiding conflict, building morale, recognizing positive performance, administering employee discipline, and establishing management programs and practices to help achieve the desired results.

This two-day course is intended for those who train and supervise transit operators. This course will be delivered in a train-the-trainer format so that the materials can be presented by graduates of the class to bus operators and other employees at their transit systems.

**NOTE: This course is a requirement to graduate from the Florida Transit Operator Trainer Training Certificate Program.** Upon registration approval, travel reimbursement may be available to class participants who travel more than 50 miles one way to the training site, and meet the requirements set forth by state of Florida travel policies and procedures. Airfare and car rental reservations must be arranged through CUTR.

**All travel arrangements must be pre-authorized by CUTR at least 15 business days prior to the training.** Registrants should request the required pre-travel USF Travel Authorization Form (including airfare and car rental requests) from Molly Buffington via email at [buffington@cutr.usf.edu](mailto:buffington@cutr.usf.edu) before Wednesday, April 25, 2018. All reimbursement requests must have pre-trip approval.

## Course Confirmation:

After supervisor approval, an email confirmation will be sent from the Learning Management System (LMS) to each registrant with class information, travel, and hotel information.

USF is an Equal Opportunity/Equal Access Institution. For disability accommodations, please contact Molly Buffington at [buffington@cutr.usf.edu](mailto:buffington@cutr.usf.edu) a minimum of ten (10) working days in advance to the training session.

**Course Registration Deadline is Monday, May 4, 2018**

## How to Register

For **this course only** please register online via:  
<https://www.surveymonkey.com/r/mfpmay2018>

Visit [www.cutr.usf.edu](http://www.cutr.usf.edu) to find additional transit training opportunities, workshops, conferences, and special events.  
To review policies and procedures of the training programs visit Transit Training Policy & Procedures.  
For questions regarding this training course, please contact Molly Buffington at via email at [buffington@cutr.usf.edu](mailto:buffington@cutr.usf.edu).  
For LMS questions or technical assistance, please contact Stephanie Lewis at [zavacki@cutr.usf.edu](mailto:zavacki@cutr.usf.edu).