

Managing For Performance - Safety, Customer Service, Conflict and Work Ethic: A Guide for Transit Operators 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 7-8, 2019
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 **before Wednesday, April 25, 2019.** 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 a minimum of ten (10) working days in advance to the training session.

Course Registration Deadline is April 25, 2019

HOW TO REGISTER

All registrations must be made through the Florida Department of Transportation's Office of Freight, Logistics, and Passengers Operations Transportation Learning Management System. This online registration and learning management system (LMS) provides Florida's public transportation professionals a portal to manage their professional development.

Transportation Learning manages training for you by keeping an educational transcript of all new courses that you complete, and a retrievable record is maintained so you may access (with a user id and password) Certificates of Completion, Certificates of Participation, retrieve course materials, etc. Florida's public transportation professionals may set up a unique user id and password to register online for upcoming transit training courses, including e-learning courses. Follow the instructions below to login or to register for the training course.

Go to www.transportationlearning.org

Unsure if you have an account? Use the "Forgot Password" link to look up your account information using either your work/personal email address or username. If you cannot locate your account information, please contact Stephanie Lewis at zavacki@cutr.usf.edu or (813) 974-1123 before setting up a new account.

RETURNING USERS: (*DO NOT use the enrollment key ID.*)

- If you are a **Returning User**, type your username and password.
- Use the "**Forgot Password**" link to look up your account information using either an email address or username.
- When the dashboard appears, select "**My Catalog**" to enroll in desired course.
- Once enrolled the course will appear under new "**My Courses.**"

IMPORTANT: You may use your personal or business email address. If you create multiple accounts, you will not be able to view a complete record of your training history. In some instances, this may require you to retake or restart a training course.

NEW USERS ONLY:

- If you are a **New User**, select the "**Sign Up**" button.
- Use the Enrollment Key ID and Password below to create an account:
- In the "**Key Name**" field please enter: **fltat**
- Select the "Sign Up" button
- Begin by entering the requested information, as well as creating a unique username and password.
- An enrollment page will confirm your new username and password. A copy will also be sent to your registered email.
- When the dashboard appears, select "**My Catalog**" to enroll in desired course.
 - Once enrolled the course will appear under new "**My Courses.**"

Course Confirmation:

A logistical email confirmation from the LMS will be forwarded to each registrant with class information, travel and hotel information after your registration has been approved by your supervisor. USF is an Equal Opportunity/Equal Access Institution. For disability accommodations, please contact Molly Buffington at buffington@cutr.usf.edu a minimum of ten (10) working days in advance to the training session.

Travel Reimbursement:

Travel reimbursement may be available to class participants who travel 50 miles or more one way to attend this training, and meet the requirements set forth by state of Florida travel policies and procedures. **All travel arrangements must be pre-authorized and approved by CUTR** prior to April 25, 2019. Airfare and car rental reservations must be arranged through CUTR. Please contact Molly Buffington via email at buffington@cutr.usf.edu for pre-trip travel coordination.

Visit 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.
For LMS questions or technical assistance, please contact Stephanie Lewis at zavacki@cutr.usf.edu.