

TRANSIT SUPERVISION

Effectiveness Series

**October 5 - 6, 2010
Cornwall, ON**

**Canadian Urban Transit Association
CUTA Education & Training**

www.cutaaactu.ca



TRANSIT SUPERVISION FOR 2011

Based on a series of interviews, evaluation results and an industry expert survey, CUTA has developed a new training series for Frontline Supervisors. Each series has four modules. The curriculum is designed to meet the most requested areas of training as identified by the industry.

In 2011, CUTA will strive to diversify geographical locations for course offerings. Transit systems from around the country will be hosting training sessions.



EFFECTIVENESS SERIES

2 Day

Organizational Effectiveness (morning)

Supervisors can sometimes feel like a zebra in a world of horses. Understand the Supervisor's role in an organizational context and how this important job can impact your system in a positive or negative way. Examine how your views on supervision are shaped and guided by your company culture and learn what you need to do to survive and even excel at your transit system.

Personal Effectiveness (afternoon)

You can work hard, but are you working smart? Do you feel challenged and rewarded, or are you bored and exhausted? Explore motivators and discover what you need to focus on in order to succeed at work and in life. Address self management topics such as goal setting, prioritizing, time management and assertiveness.

Team Effectiveness (morning)

Teamwork can make the difference between exceptional service and just getting the buses on the road. Gain insight into building a strong team and what it takes to keep it together in tough times. Acknowledge the contribution of different roles within teams and tap into the resources of "communities of practice" in transit.

Effective Leadership (afternoon)

A good leader takes responsibility when things go wrong and gives credit when things go right. Analyze your own leadership potential and develop a plan to maximize your leadership strengths. Learn the difference between "supervisor" and "leader", and also the difference between little "l" and big "L" leadership and how you can use these concepts.

TRANSIT SUPERVISION SERIES

CUTA offers five different Transit Supervision Modules. If you are interested in learning more about our Transit Supervision Modules or would like to know how we can tailor our training courses for your specific needs, contact the CUTA Education and Training Department.

Transit Supervision Modules:

Strategies for New Supervisors	1 day
Communication Series	2 days
Effectiveness Series	2 days
"When Things Go Wrong Series"	2 days
Legal Series	2 days

TRANSIT SUPERVISION REGISTRATION FORM



Public Course Fee: \$670 + HST

Course fees cover instruction, materials, light lunch and snacks for the session. Payment is due upon registration. If you must cancel, you may do so one month prior for a full refund or two weeks prior for a 50% refund. You may substitute another person at any time without penalty. If a substitute is made, please be sure to contact the CUTA Education and Training Department prior to the start of the course.

Travel costs and accommodations are not included.

Effectiveness Series

October 5-6, 2010

Municipal Works Building, City of Cornwall

Downstairs Boardroom

1225 Ontario Street

Cornwall, ON K6H 4E1

Name: _____

Title: _____

Organization: _____

Address

City/Town

Postal Code

Phone

Fax

E-mail

Method of Payment: (please check one)

Invoice

Credit Card: Visa Master Card

Card number

Expiry Date

Name on card

Signature



Fax your registration form to 416 365-1295 or e-mail moudakis@cutaactu.ca.

Have a question about this course?

Call John Moudakis at 416 365-9800 ext. 102