



## **Transit Ambassador Train-the-Trainer**

Trainers who are certified on the Transit Ambassador Four-Core Modules of Transit Ambassador (Essentials of Customer Service, Effective Communication, Managing Customer Feedback, and Managing Stress), sometimes feel they need a bit of coaching and mentoring when delivering some of the advanced modules of this program.

CUTA is now offering a 3-day Train the Trainer course specifically intended for dangerous situations specifically aimed at Transit Ambassador trainers that CUTA already certified. This new course will also act as “refresher training” for Transit Ambassador Certified Trainers.

### **Transit Ambassador Train-the-Trainer: Advanced Modules for Certified Trainers**

#### **Difficult Situations**

Handling inappropriate customer behavior is a very sensitive matter. In this module, participants discover how to avert or minimize potential conflict and defuse anger while dealing with customer disruptions, fare disputes, vandalism or other difficult situations. Operators are trained to identify and deal with situations that range through the “different – difficult – dangerous” spectrum. The focus is on diffusing a situation before it moves up the scale from different to dangerous.

#### **Dangerous Situations**

This module works best in conjunction with Difficult Situations to reinforce identification and de-escalation skills. The module training focuses on operator safety in situations that could become violent. There are four video segments dealing with the topics of personal threat, theft, bomb scares, drunkenness, use of weapons, (pre-meditated with a knife and spontaneous with a broken beer bottle) as well as external violence resulting from road rage. Participants practice developing responses from video scenarios.

#### **Diversity in Transit**

Understanding and interacting effectively with diverse customers and work team is the focus of this module. Types of diversity are identified and system diversity policies are reviewed. Guidelines for working in a diverse community are discussed and participants practice appropriate responses to sensitive transit case studies.



## Registration Form

### Transit Ambassador Train the Trainer: Advanced Modules for Certified Trainers

#### Program Information

**When:** February 21 - 23, 2011

**Where:** Edmonton Transit  
Centennial Garage  
15520 Ellerslie Road  
Edmonton, AB  
T6W 1A4

**Fee:** Members  
\$1,795 + GST

Non-Members  
\$2,595 + GST

Course fees include registration and materials for the three modules. Travel and accommodation costs are not included.

**Cancellation Policy:** 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.

**Fax your registration form to  
416-365-1295**

Have a question?

Contact: John Moudakis  
Phone: 416-365-9800 ext 102  
E-mail: moudakis@cutaactu.ca

Name

Role

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