

TRANSIT SUPERVISION

Human Resources Series

**December 1 - 2, 2010
Burlington, ON**

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

www.cutactu.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.



Human Resources Series

2 Day

Complaints and Arbitration

Understand the components and complexities at each stage of this process. Avoid the regret of knowing in hindsight and learn what you can do now to save every-one time, money, and stress in the future. Plus, find out how to foster a positive working relationship with employees after a combative complaints process.

Progress Discipline

Is everyone on your team following the same progressive discipline procedures and applying them fairly and consistently? Separate the misconception from the truth about progressive discipline and understand the opportunities for growth it presents. Learn the steps of progressive discipline and how the proper application of it can benefit you, your reports, and your property.

Diversity

Diversity is a reality in transit. Do you have Diversity questions but are afraid to ask for fear of offending someone? Get honest answers in this open forum. Learn about the four stages of Diversity and how your transit system can take steps to truly value diversity. Recognize that valuing Diversity inside our organizations extends far beyond compliance and is good for our customers. Understand the implications of diversity in the workforce and your responsibilities as a Supervisor.

Human Resources Issues in Supervision

"Why does HR make us fill out all these forms, don't they trust us?"

"I wish operations would have warned us that this problem was coming!"

Are these statements uttered in frustration at your system by Supervisors and HR staff? This module is a unique discussion format facilitated by a CUTA Trainer designed to foster discussion and understanding. The goal is to help bridge the gap between your HR department's policies and your daily operations staff that need to implement them. Hr staff, Administration and Supervisors should be in attendance to work together to find solutions.

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
Human Resources Series	2 days

