

# **TRANSIT SUPERVISION**

## **The “When Things Go Wrong” Series**

**October 26-27, 2010  
Lethbridge, AB**

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



## TRANSIT SUPERVISION FOR 2010

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 2010, CUTA will strive to diversify geographical locations for course offerings. Transit systems from around the country will be hosting training sessions.



### THE "When Things Go Wrong" Series

2 Day

#### Conflict

There is conflict at every transit system—explore why this is good and also conflict's root causes. Analyze your personal reactions to conflict and examine the results of your aggressive or passive tendencies. Explore alternative responses that will achieve the resolutions you want.

#### Problem Solving

Supervisors are faced with problems every day. Develop your creative potential to understand the root causes of common transit challenges and develop innovative possibilities. Use a step by step structured problem solving method to create, implement and evaluate solutions to real life transit problems.

#### Coaching

Just as athletes need a coach to make them a better player, our staff need coaches to help them reach their potential. Learn the difference between advice, coaching and mentoring. Understand the coaching relationship as it applies to transit and evaluate the advantages of formalizing a coaching system at your property.

(This module can be offered in-house as a full day course)

#### Mediation

It's never comfortable when you feel like you're the one caught in the middle. In the past may have been taught to avoid a problem that's not ours, but now, part of supervision is mediation. Practice mediation strategies that build your confidence and lead to a workable solution for all parties involved.

(This module can be offered in-house as a full day course)

## 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:

The Strategy Series Strategies for New Supervisors

1 day

The Communication Series

2 days

The Effectiveness Series

2 days

The "When Things Go Wrong Series"

2 days

The Legal Series

2 days

