

# **TRANSIT SUPERVISION**

## **Communication Series**

**January 12 - 13, 2011  
Halifax, NS**

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

**[www.cutactu.ca](http://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.



### COMMUNICATION SERIES

2 Day

#### **It's all about Perspective (morning)**

Perception is reality; your ability to see the other person's point of view will dictate your ability to supervise effectively. Explore how different perspectives in transit shape the communication process, and how you can turn these conflicting views into an advantage. Apply communication theory to transit situations to influence community and interpersonal perceptions.

#### **Relationship Management (afternoon)**

In Supervision, it often comes down to one-on-one discussions. Examine the nature of interpersonal relationships and learn how to apply this knowledge to make you a better Supervisor. Gain insight into building and maintaining relationships with your direct reports, your peers, and even your boss.

#### **Understanding Others (morning)**

We all crave understanding, but what are we doing to make those around us feel understood? In Supervision, it's not all about you (or at all about you!). Learn the secrets of listening and how to decipher the message behind the message. Practice techniques that help you leverage the power of listening.

#### **Are you Getting your Message Across? (afternoon)**

"I can see you nodding, but are you hearing only 'blah, blah, blah'?" Ensure that what you say is what they hear. Analyze your own communication style in order to utilize your strengths and minimize your weaknesses. Discover how to avoid misunderstandings and the negative consequences that can result.

## 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.

**TRANSIT SUPERVISION: COMMUNICATION SERIES**  
**January 12 - 13, 2011**  
**Metro Transit, Halifax Regional Municipality**  
**200 Ilsley Avenue**  
**Dartmouth, NS**  
**B3B 1V1**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address  
\_\_\_\_\_  
\_\_\_\_\_

City/Town

Postal Code

Phone

Fax

E-mail  
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### Method of Payment: (please check one)

Invoice

Credit Card:  Visa  Master Card

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Expiry Date

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