

TRANSIT SUPERVISION

“When Things Go Wrong” Series

**March 30 - 31, 2011
Halifax, NS**

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



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.



“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:

Strategies for New Supervisors
Communication Series
Effectiveness Series
“When Things Go Wrong Series”
Legal Series

1 day
2 days
2 days
2 days
2 days

