

Managing for Performance-Safety, Customer Service, Conflict and Work Ethic: A Guide for Transit Operator Trainers

The Florida Department of Transportation, in cooperation with the Center for Urban Transportation Research (CUTR) at the University of South Florida (USF), will be presenting this two-day train-the-trainer workshop, February 20-21, 2013 at the Central Florida Regional Transportation Authority (LYNX) in Orlando, Florida.

Date & Time:

February 20-21, 2013
8:30am-4:30pm, Daily

Host Agency:

Central Florida Regional Transportation Authority
LYNX Operations Center, 2nd floor, Room B-211
2500 LYNX Lane
Orlando, FL 32804

Overview:

This two-day session is all about learning how to manage ourselves through self-awareness, self-regulation and motivation. In addition, we will review those skills that give us a social competence; namely, empathy, and a series of social skills that groom the individual to be adept at enduring desirable responses in others, especially in conflicting situations. Emotional competence is a learned capability based on emotional intelligence that results in outstanding performance at work.

This course will be delivered in a train the trainer format, so that the materials can be delivered to bus operators and other employees in transit systems.

NOTE: This course is a requirement to graduate from the Florida Transit Operator Trainer Training Program. Upon registration approval, travel reimbursement is available to class participants.

Participants must have permission from their transit system's operations manager to attend this course. Upon acceptance of registration, participants will receive a logistical confirmation with travel authorization forms via email.

TRAVEL REIMBURSEMENT

All travel arrangements **must** be approved and pre-authorized by CUTR. Airfare and car rental reservations must be arranged through CUTR. Required USF travel paperwork, airfare and car rental reservations must be received prior to Monday, February 4, 2013.

How to Register:

We are excited to announce the integration of our new **Learning Management System (LMS) Transportation Learning**, funded by the Florida Department of Transportation (FDOT). By simply logging into **TransportationLearning.org**, you will be able to register for new, online and classroom training courses, complete course evaluations, quizzes and tests.

Transportation Learning will keep an educational transcript of all new courses that you complete, and a record will be maintained that you may access to print Certificates of Completion, Certificates of Participation, retrieve course materials, etc.

Please follow the instructions below to setup a user id and password. Once you have a user id and password, you can register for courses.

Go to the following website: www.transportationlearning.org

- In the username field please enter: **fltat**
- In the password field please enter: **tat01**
- You will then be prompted to create your own unique username and password begin by entering the requested information
- When you complete this enrollment page you will see a message that confirms your new username and password. This message will also be emailed to you so that you have a copy of it in case you forget
- The last step is to log in with your new username and password
- When the dashboard appears, select "Add New Course" to enroll in desired course. Once enrolled the course will appear under new "My Courses"

If you return at a later date to start training or to continue a partially completed course, you must log in with your unique username and password. If you use a different or the same enrollment key again you will be creating a duplicate account and will have to start your training from the beginning.

Registration Deadline is Friday, February 8, 2013

USF is an Equal Opportunity/Equal Access Institution. For disability accommodations, please contact [Yolanda Moore](#) at 813.974.7748 a minimum of ten (10) working days in advance to the training session. To review policies and procedures of the training programs visit: [Transit Training Policy & Procedures](#)