



TRANSIT SUPERVISOR CERTIFICATION COURSE (FT00545)

February 22-26, 2010

Orlando, Florida

COURSE OVERVIEW

This course is designed to assist new and veteran front line supervisors to effectively implement their human resource management responsibilities. The fundamentals and regulatory responsibilities of supervision will be addressed, as well as day-to-day operations. The course will help you define and effectively perform your responsibilities as a transit supervisor.

WHO SHOULD ATTEND

All levels of managers and supervisors, both new and veteran, operations managers, safety managers, potential supervisors and risk managers. Successful completion of this course provides 3.2 CEUs.

COURSE ELEMENTS

- Fundamentals of supervision
- Communication
- Delegation
- Performance evaluation
- Ethics in the workplace
- Customer service
- Equal Employment Opportunity
- Analyze issues in scheduling and dispatch
- Discuss the Supervisor's role in the ADA Act
- Assess discipline and grievance procedures
- Family Medical Leave Act
- Prevention of sexual harassment
- Reasonable suspicion
- Emergency management
- Vehicle troubleshooting



REGISTRATION INFORMATION

There are no fees for this training. The \$65 registration fee for this 4-1/2 day course will be paid by the FDOT Statewide Transit Training & Technical Assistance Program. Space is limited, please register early to avoid disappointment. We request no more than 2 participants from each agency.

If you would like to attend this session, fill out the form below, and email or fax to reserve your seat to:

Center for Urban Transportation Research

Attn: Molly Buffington

University of South Florida

4202 E. Fowler Ave-CUT100

Tampa, FL 33620

(813) 974-3120

(813) 974-5168 fax

buffington@cutr.usf.edu



**REGISTRATION FORM TO ATTEND
TRANSIT SUPERVISOR'S CERTIFICATION COURSE (FT00545)
FEBRUARY 22-26, 2010 ORLANDO, FLORIDA**

REGISTRANT'S NAME _____

JOB TITLE _____

MAJOR DUTIES & RESPONSIBILITIES _____

SUPERVISORS NAME _____

EMPLOYER _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____

FAX _____

EMAIL _____

A confirmation letter will be forwarded to each registrant with agenda, travel and hotel information. There are **NO REGISTRATION FEES**. Cancellations must be made 15 business days before class.

The deadline for registration is January 27, 2010.

Please fax or scan/email your registration form to:

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