



Certified Community Transit Supervisor (CCTS) Workshop

November 29 to 30, 2018

County of Lackawanna Transit System (COLTS) Transit Center
30 Lackawanna Avenue, Scranton, PA 18503

CTAA's Certified Community Transit Supervisor training program addresses core transit industry supervisory skills in front line management, human resources management, operations and safety management and performance-based management. Trainees will receive a manual including reference material, sample documents, and other management aids for the front-line supervisor. At the conclusion of this training, class participants are tested in their mastery of these areas. All trainees who successfully complete the examination component of the workshop will be professionally certified by CTAA as Certified Community Transportation Supervisors (CCTS); this certification will be valid for three years, whereupon the supervisor will need to recertify.

Day 1 (10 AM to 5 PM)

Leadership and the Supervisor's Role

- Concept of Supervision
- The Peter Principle
- Adjusting to Change
- What the Experts Say
- Ethics
- Leadership Styles
- Nature of Supervision
- Decision Making

Team Building and Team Styles

- Effective Team Building
- Team Styles and Structure
- Group Facilitation Skills
- Defining Your Team
- Honoring Team Success

Communication Skills

- Creating Understanding
- One Way / Two Way Communication
- Communication Barriers
- 44 Effective Communication Tips

Day 2 (8 AM to 3:30 PM)

Employee Management

- Recruitment & Selection / Retention
- The Employee Performance Code
- Positive and Negative Feedback
- When to Coach and When to Counsel
- The Practical Coach
- Performance Gap Analysis
- Positive and Progressive Discipline
- Strategies for Resolving Conflict
- Emotional Employees
- Motivational Skills

Supervisor's Role in Safety

- Risk Management
- Training
- Documentation
- Drug and Alcohol Policy Overview
- Prescription and Over-the-Counter Medications

The CCTS Test

- Test Preparation
- Test Administration
- Course Evaluation
- Certification Examination

PRE-REQUISITE:

All registrants must complete an online pre-requisite prior to attending the training.

Completing the online course is a requirement for the CCTS certification. The purpose of this interactive online course is to ensure all attendees are fully prepared and have the same level of understanding at the outset of the classroom training. The course consists of ten modules, with a short quiz following most modules. **It will take approximately four hours to complete all modules.** Access instructions will be provided upon registration.



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Presented by: Community Transportation Association of America (CTAA) c/o Michael Noel, Noel Training & Consulting, LLC

Cost: \$290. PPTA [cancellation policy](#) applies.

Lodging: [Hilton Scranton](#), 100 Adams Avenue, Scranton, PA 18503

Room block is available for the nights of November 28-30, 2018 at the government rate of \$94/night plus taxes. [Click here to book online](#) or call 570-343-3000 (ask for PPTA block). Rooms will be released on November 7, 2018 (or when sold out).

Parking: Free, on-site parking is available at the COLTS Transit Center. For those staying overnight at the Hilton Scranton, prevailing City of Scranton parking rates in the Medallion Garage will apply, which is currently \$9.95 per vehicle per night.

Meals: Beverages, lunch, and breaks will be provided. Breakfast and dinner are on your own.

Attire: Casual. Because it can be a challenge to keep the meeting room at a temperature that accommodates everyone, we recommend bringing a sweater or jacket to stay comfortable.

Maximum Class Size: 25

Attendee Registration:

Submit to Sara Bowden, PennTRAIN Program Coordinator

Email: sara@ppta.net Fax: 717-234-7176 Mail: 115 Pine Street, Harrisburg, PA 17101

Organization Name: _____

Attendee Name: _____

Attendee Title: _____

Attendee Email Address: _____

Attendee Phone Number: _____

Organization Contact Name: _____

Organization Contact Email Address: _____

Method of Payment: Please invoice me OR Check enclosed # _____