

Professional Supervisor/Manager Training (100 Level)

Course Outline:

DAY ONE

Continental Breakfast
Welcome and Introductions

Understanding Supervision

- The Peter Principle
- Getting Work Done Through Others
- Becoming a Supervisor
- Becoming a “Coach”
- Monitoring Others’ Work
- Feedback Model

Relationship Changes

- PASS Video (Transitioning)
- Defining Personal Values
- What’s My Sigh Say?
- Defining Professional Values

Communications

- Creating Understanding
- Defining Barriers
- Communication Effectiveness

DAY TWO

Sef-Esteem/Building Confidence

- Six Principles
- When You Don’t Agree With Management
- Friends at Work
- The Power of Positive Attitude

Becoming a Coach

- The Practical Coach
- Never Let Good Work Go Unnoticed
- What Have I Been Missing?
- Never Let Poor Work Go Unnoticed
- What Have I not Confronted?
- Never Let Them Go Down a Dead End Street
- Performance Gap Analysis

Coaching and Counseling

- MAPS Video
- Discipline Prevention
- Coaching/Counseling
- Oral Reminders
- Written Reminders



Dates and Location:

Wyndham Hotel
Gettysburg, PA

Lodging:

Wyndham Gettysburg
95 Presidential Circle
Gettysburg, PA 17325
717-339-0020

Room Rate: Mention PA
Public Transportation As-
sociation. **The room rate is
\$109.**

Tuition:

Tuition is \$95/day

Course Registration:

8:00 AM
Class is 8:30-4:30

To register:

Call Cindy Conaway
at 800-847-0333
cconaway@penntain.net

Understanding What the Customer Needs

- TCRP Report
- Internal Customers

DAY THREE

File Management

- What Information Do You Need
- Where Do You Put It?

Accident Investigation

- Issues/Techniques From the Supervisor's Standpoint
- Supervisors are the First Level of Defense

Dealing With the Problem Employee

Sexual Harassment

- What is the Supervisor's Role
- What Do You Need to Watch Out For?

FMLA - What to Do with An Employee Request

Disciplinary Issues/Termination

- An Overview of the Initial Steps in How Discipline Should be Handled
- Issues and Concerns

Homework Assignments

- System Specific Checklist
- Defining Your Role With Your Boss
- Setting Goals with Your Boss

Who Should Attend:

Transit supervisors at all levels of responsibility and mid-level managers in transit operations and maintenance. The 100 level course is especially useful to new supervisors.

Instructors:

Robert P. Schmitt, RTR Associates

Michael R. Noel, Lazaro and Noel. L.L.C.

Jill E. Nagy, Esq.