



2018 New Mexico Transit Managers Leadership Supervisor Certification Training in Las Cruces, NM

Monday, November 5th and Tuesday, November 6th, 2018

Las Cruces Convention Center
680 E. University Avenue
Las Cruces, NM 88001

CONFERENCE HOTEL

Hampton Inn & Suites by Hilton I-10
1641 Hickory Loop
Las Cruces, NM 88005

NMTA Room Rate:

\$90.00 (Sunday, November 4th, 2018 – Wednesday, November 7th, 2018) Double or Single

Hotel Reservation Instructions:

Group Name: NM Transit Association
Reservation Code: NMT

Reservations can also be made by using either method below:

Phone: (575) 527-8777

Website: <https://hamptoninn3.hilton.com/en/hotels/new-mexico/hampton-inn-and-suites-las-cruces-i-25-LRUHSHX/index.html>

Reservations need to be made by **Sunday, October 21, 2018** to receive the **NMTA special rate**.

Supervisor Certification Training Registration Form

Name of Organization _____

Name of Attendee _____

Address _____

Phone _____ E-mail _____

Please check the following boxes:

Conference Registration

- Member Rate \$150.00 (Before October 15, 2018)
- Member Rate \$200.00 (After October 15, 2018)
- Non-Member Rate \$200.00 (Before October 15, 2018)
- Non-Member Rate \$250.00 (After October 15, 2018)

Meal Options:

- Monday Buffet Style Breakfast:
 - I plan on attending and I have no food allergies
 - I plan on attending and I'm allergic to _____
 - I plan on attending and I'm a vegetarian

- Monday Buffet Style Luncheon
 - I plan on attending and I have no food allergies
 - I plan on attending and I'm allergic to _____
 - I plan on attending and I'm a vegetarian

- Tuesday Buffet Style Breakfast:
 - I plan on attending and I have no food allergies
 - I plan on attending and I'm allergic to _____
 - I plan on attending and I'm a vegetarian

- Tuesday Buffet Style Luncheon
 - I plan on attending and I have no food allergies
 - I plan on attending and I'm allergic to _____
 - I plan on attending and I'm a vegetarian

Please make checks payable to: NMTA

- I have enclosed a check in the amount of _____
- I have enclosed a copy of a PO _____
- My Organization will be mailing in the payment directly _____

Person submitting this form:

Name _____

Title _____

Phone & E-mail Address _____

Signature/Date _____

***Forms can be scanned and emailed to: mdrake@nm-ta.com
Or mailed to: NMTA - P.O. Box 15272 - Rio Rancho, NM 87174**

Conference Presenter:
Walt Diangson
South West Transit Association

SWTA Transit Supervisor Certification Course

Course Overview

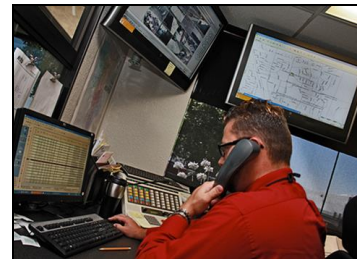
I've Been Promoted, Now What?

So, you have recently been promoted to the position of supervisor at your transit system. Your promotion was based largely on your technical skills as a vehicle operator, dispatcher, scheduler, planner, marketing assistant, safety specialist or mechanic. Were you given training in the art of managing and leading people? You probably discovered soon after being named as a supervisor that it was more about relationships and less about technical skills. Today's transit supervisors and managers are in a paradigm shift where interpersonal and relationship building skills are more necessary than knowing the technical aspects of transit.

This two-day session will address the need for leadership and its inherent dependence on relationship skills to get the jobs done through technical skills - even operating a transit vehicle safely and with a focus on the customer.

Audience: New Supervisors, transit managers and those who want to brush up on their supervisory and leadership skills in the areas of vehicle operations, customer service, training, scheduling and dispatch, marketing, safety, security and fleet maintenance.

Program Flexibility: The course outline provided below is response to specific needs of the audience and sponsoring organizations, such as state laws, current management needs for professional development, current management and operational challenges, size of transit organizations and influencing trends.



Schedule for Monday, November 5, 2018

<p>7:00 a.m. - Registration, Meet our Sponsors and Breakfast</p> <p>8:00 a.m. - 10:00 a.m.</p> <ul style="list-style-type: none"> • Welcome • Introduction • Course and Certificate Program Overview • SWTA Supervisory Certificates • Participant Introductions and Topic Interests & Challenges • The Supervisory and Management Processes and Purposes • Supervision is Management • Setting Personal and Professional Goals – Your Direction • Transition Experience - Front-Line to Supervision and Management • OJT Reality for Newly-Appointed Supervisors • Broad Challenges Faced by Most Supervisors <p>10:15 - 12:00</p> <ul style="list-style-type: none"> • General Definition of Supervision • The Difference Between Supervisor and Upper Manager • The Main Purpose of Supervision • The Five Broad Functions of a Supervisor • The Roles and Responsibilities of a Supervisor • What an Organization Expects from Its Supervisors • Supervisory Skills Checklist <p>12:00 - 1:00 P.M.-Lunch Break</p> <p>1:00 p.m. - 3:00 p.m.</p> <ul style="list-style-type: none"> • The Transit Organization and Its Functional Structure • The Context of a Supervisor’s Role in Small Urban, Rural and Tribal Transit (SURTT) • The Important Role of SURTT Missions, Visions and Core Values in Supervision 	<p>1:00 p.m. - 3:00 p.m. (Continued)</p> <ul style="list-style-type: none"> • The Transit Organization and Its Functional Structure • The Context of a Supervisor’s Role in Small Urban, Rural and Tribal Transit (SURTT) • The Important Role of SURTT Missions, Visions and Core Values in Supervision • Supervisors and Their “Many Hats” in SURTT Public Transportation • Overcoming 10 Challenges of First-Time Transit Supervisors and Managers • Other Supervisory Challenges in Public Transportation • Changing Supervisor Roles & Responsibilities in Today’s Public Transportation <p>3:15 p.m. - 5:00 p.m.</p> <ul style="list-style-type: none"> • Overview of the Increasing Duties, Responsibilities and Functions of a Transit Supervisor • Influence of Socio-Economic Conditions on the Professional Responsibilities of Supervisors • Influence of Changing in the Role and Responsibilities of a Public Transportation Organization • Influence of the Changing Workforce in Public Transportation • Influence of the Growing Complexity, Safety Issues and Technology in Public Transportation • Influence of Laws, Regulations, Mandates or Directives, including ADA, Drug and Alcohol Testing, Safety Management, Family Leave Act and Human Trafficking Compliance • Expected Roles of Transit Supervisors and Managers in Effectuating Appropriate Responses • The Major Challenges Facing Each Participant and Their Organizations <p>5:00 p.m. to 6:00 p.m. - Sponsors and Peers Meet and Greet and Nacho Bar</p>
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Schedule for Tuesday, November 6, 2018

<p>7:00 a.m. - Registration and Breakfast</p> <p>8:00 a.m. - 10:00 a.m.</p> <ul style="list-style-type: none"> • Overview of Current Mandates and the Transit Supervisor • The Public Transportation Agency Safety Plan and Safety Management Systems (SMS) • The Public Transportation Transit Asset Management Plan (TAMP) • The Public Transportation Safety Certification Training Program (PTSCTP) <p>10:15 - 12:00</p> <ul style="list-style-type: none"> • The Learning Transit Organization and Its Culture • What it means to be a professional in public transportation • Stepping into Leadership - Going Beyond the Job Description of a Transit Supervisor • The Required Balance between Managing Processes and Leadership of People • Having a Vision of Your Role and Your Organization's Mission, Vision and Core Values • Recall the Main Purpose of Supervision • Characteristics of Leadership in Transit • Attributes of a Leader <p>12:00 - 1:00 P.M. - Lunch Break</p>	<p>1:00 p.m. - 3:00 p.m.</p> <ul style="list-style-type: none"> • Applying the Supervisory Skills Checklist to the Attributes of Effective Leadership <ul style="list-style-type: none"> ○ Communicating Effectively ○ Demonstrating Technical Expertise ○ Taking Responsibility and Completing Work Without Close Management ○ Exercising Leadership Ability ○ Planning and Organizing for Tasks and Projects ○ Adapting to and Implementing Changes ○ Promoting Key Personal and Organization Values ○ Incorporating Team and People Building Skills ○ Using Sound Judgment and Demonstrating Ethics ○ Producing Desired Results ○ Striving for Service Quality ○ Managing Safety and Risk ○ Promoting System Safety <p>3:15 p.m. - 5:00 p.m.</p> <ul style="list-style-type: none"> • Review • Participant Learning and Competency Confirmation • Preview of Advance Training and Development • Additional Resources • Certificates of Learning • Summary and Conclusion
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