



U.S. Department of Transportation
Research and Innovative Technology Administration

Transit Supervisor Certification Course



The Federal Transit Administration, through the Transportation Safety Institute (TSI), Transit Safety and Security Division, offers a variety of safety and security training for the transit industry. To view all available transit safety and security training and the latest training schedule, go to TSI's website, transit section:

www.tsi.dot.gov

Registration

There are three ways to register for a TSI class: online, fax, or mail. See TSI's website for more information regarding registration.



www.w.tsi.dot.gov

People Moving People into America's Future



Transportation Safety Institute Transit Supervisor Certification Course

Course Elements

- Fundamentals of Supervision
- Communication
- Delegation
- Performance Evaluations
- Customer Service
- Ethics in the Workplace



Course Overview

This course is designed to assist new and veteran front line supervisors to effectively implement their human resource management responsibilities.

The course discusses different regulatory requirements with which the supervisor must be familiar such as the Family Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA), the Occupational and Safety Health Act (OSHA), and Equal Employment Opportunity (EEO). Particular attention is paid to theories of human behavior, communication styles, and management styles. The course also discusses the most common elements of a supervisor's day which include vehicle troubleshooting, report writing, emergency management, and customer service.

2008 Schedule

- November 5-9, 2007 New Orleans, LA
- March 17-21, 2008 Rochester, NY
- May 5-9, 2008 South Daytona, FL
- August 11-15, 2008 Riverside, CA



Who Should Attend

- New Supervisors
- Veteran Supervisors
- Potential Supervisors
- Human Resources Personnel
- Managers
- Trainers

- Pretest, Quiz, and Final Exam
- Tabletop Exercises

- Discipline and Grievance Procedures
- Reasonable Suspicion
- Scheduling and Dispatch
- Emergency Management
- Vehicle Troubleshooting

- Prevention of Sexual Harrassment
- The Americans with Disabilities Act
- Equal Employment Opportunity
- Family Medical Leave Act
- Delegation

- Fundamentals of Supervision
- Communication
- Ethics in the Workplace
- Customer Service
- Performance Evaluations
- Delegation