

CONFLICT AVOIDANCE THE ART OF MAINTAINING CONTROL A GUIDE FOR TRANSIT OPERATOR TRAINERS

December 8-9, 2009 Jacksonville, Florida

The Florida Operator Trainer Training Program which is sponsored by the Florida Department of Transportation, in cooperation with the Center for Urban Transportation Research (CUTR) at the University of South Florida will be sponsoring a two-day quality workshop.

The ***“Conflict Avoidance: The Art of Maintaining Control—A Guide for Transit Operator Trainers”*** course will be held on December 8-9, 2009 in Jacksonville, Florida.

In today's transit environment, it is not enough to know how to do your job or to be an intelligent person. People who are not emotionally smart, waste time on personality conflicts and complaining. They lose self-control when faced with tense and stressful situations. “Unsmart” people undermine their own and other's performance and work satisfaction.

This two-day session is all about learning how to manage ourselves through self-awareness, self-regulation and motivation. In addition, we will review those skills that give us a social competence; namely, empathy, and a series of social skills that groom the individual to be adept at enduring desirable responses in others, especially in conflicting situations. An emotional competence is a learned capability based on emotional intelligence that results in outstanding performance at work.

This course is a requirement to graduate from the Florida Operations Network and meets certain travel reimbursable requirements.

REGISTRATION INFORMATION

Participants are responsible for their own travel, accommodations, and meals, but can be reimbursed for these costs through the University of South Florida. All reimbursements for lodging and meals will be made based on the State of Florida FS112.061(6)(a-c) domestic per diem rates.

Register early to avoid any disappointment, as enrollment is limited to 20 per class. This training facility is accessible to those with impairments. Please advise if you require special accommodations.

How to Register:

One form per registrant. Please email or fax your registration form to:

**Center for Urban Transportation Research
ATTN: Molly Buffington
University of South Florida
4202 East Fowler Avenue—CUT 100
Tampa, Florida 33620-5375
813.974.5168 (Fax)
buffington@cutr.usf.edu**



**REGISTRATION FORM TO ATTEND
CONFLICT AVOIDANCE: THE ART OF MAINTAINING CONTROL
A GUIDE FOR TRANSIT OPERATOR TRAINERS
DECEMBER 8-9, 2009 JACKSONVILLE, FLORIDA**

REGISTRANT'S NAME _____

JOB TITLE _____

MAJOR DUTIES & RESPONSIBILITIES _____

SUPERVISORS NAME _____

EMPLOYER _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____

FAX _____

EMAIL _____

COURSE TITLE/CLASS NUMBER _____

IS YOUR EMPLOYER AN FTA GRANT RECIPIENT OR SUB-RECIPIENT?

YES NO

**This course is a requirement to graduate from the Florida Operations Network and meets certain travel reimbursable requirements.
IF you plan to seek travel reimbursement, you must fill out all necessary travel paperwork and submit to Molly Buffington 14 business days PRIOR to your travel.**

EMAIL OR FAX YOUR REGISTRATION FORM TO:

**Center for Urban Transportation Research
Attn: Molly Buffington
University of South Florida
4202 E. Fowler Ave-CUT100
Tampa, FL 33620
(813) 974-5168 fax
buffington@cutr.usf.edu**

Registrations will be confirmed by email with course agenda and travel information.

Visit www.cutr.usf.edu Upcoming Events and Training for additional information regarding other transit training courses.