**REGISTRATION FORM**

**Stress Management, Driver Wellness & Conflict Avoidance**

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This class is a required course for the Florida Operator Trainer Training Certificate Program.

**Center for Urban Transportation Research**

at the University of South Florida

4202 E. Fowler Avenue—CUT100

Tampa, FL 33620

PH: (813) 974-3120

FAX: (813) 974-5168

reep@cutr.usf.edu

buffington@cutr.usf.edu

**STRESS MANAGEMENT, DRIVER WELLNESS & CONFLICT AVOIDANCE TRAIN-THE-TRAINER**

**October 10-11, 2005**

**STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION**

**Sponsored by FDOT’s Florida Operator Trainer Training Program administered by the Center for Urban Transportation Research University of South Florida 4202 E. Fowler Ave-CUT100 Tampa, FL 33620 (813) 974-3120 www.cutr.usf.edu**
Workshop Purpose

Stress management can be useful. This class will focus on understanding stress and finding that level of stress that may be useful. Most people have never been told how big a connection there is between stress, motivation and self-talk. In that connection the participants will learn:

- To define stress and show its effect on everyday behavior;
- To suggest ways to manage stress;
- To explain human behavior patterns that lead to good mental health.

Discussion and exercises are designed to describe the prescription for driver wellness. Participants will have an opportunity to evaluate their own reactions to stress and conflict. Control is key; people in control of themselves are likely to turn conflict into positive interaction. People who participate in this class will likely gain information and techniques that will help.

- Address inappropriate behavior of passengers, defuse volatile situations and;
- Manage emergencies and other conflict situations with authority and professionalism.

Who Should Attend

This class is specifically designed as a train the train. It will help transit operator trainers design and develop training programs that deal with the subject of stress management, driver wellness and conflict management. It will also suggest and use some of the shield resources that could enhance the personal and social skills needed in this challenging transit environment.

This class is a requirement of the Florida Operator Trainer Training Certificate Program.

Registration Information

Registration deadline is Monday, September 26, 2005. The Florida Operator Trainer Training Program will reimburse you for your travel and hotel costs for attending this class. Car rental and airline reservations must be made through the CUTR travel department and participants must stay at the Embassy Suites - USF.

Please contact Molly Buffington to make travel arrangements.

How To Register

There are no registration fees for this class. Complete the registration form and fax it to (813) 974-5168 by Monday, September 26, 2005. Class will be held at CUTR/USF.

If you have any questions, please feel free to contact Molly Buffington or Amber Reep at (813) 974-3120.

After you register, you will receive a confirmation letter which will provide you with additional details about the class, training site and hotel information.