

**ANNOUNCING THE 2016 ITRE ONLINE SKILL-BUILDING COURSE WORKSHOPS
FOR MOBILITY SERVICES PROFESSIONALS
IN COMMUNITY TRANSPORTATION**

These courses are delivered on line through NCSU-ITRE at the NC SU Extension Server. The majority of the course is taken on line; there is a full-day on-site workshop that completes the coursework. Workshops are held on site at NCSU/ITRE. If you wish to have the workshop in another location we will bring it to you if you have 8 participants signed up and have a location for us to use. Please contact Walt Thomas (wthomas@ncsu.edu) to indicate your interest in having a workshop in a different location.



RUN YOUR ORGANIZATION MORE EFFECTIVELY

If you want to build your skills at attracting and retaining qualified, committed and motivated employees at all levels of your mobility services organization this course will assist you in delving into the causes and cures for high turnover, lack of teamwork, and ineffectiveness within your operation.

Building and Maintaining Effective Organizations through Good Employees

This course is designed to assist public transportation services directors/administrators in ensuring that their operations are organized for maximum effectiveness. The course approaches organization from both a macro level, looking at the organization chart and individual functions, and a micro level, discussing effective hiring, motivating, promoting and accountability of individuals.

The course consists of six individual lessons that require approximately 1 hour of reading online. Each lesson consists of background information, resources, and practical skill outlines. At the end of a lesson is an assignment to either practice a skill or gather information specific to the participant's situation. The final element in the course is an on-site day-long workshop in which skills are discussed and practiced and new skills are introduced through experiential learning exercises.



BE MORE EFFECTIVE IN CONNECTING WITH PUBLIC OFFICIALS

If you are a public mobility services director or administrator who wants to either learn about or refresh your abilities to be more effective with respect to relationships with the individuals who are either elected or appointed to oversee your operations, this course is for you. It is targeted at building information and skills that directly relate to your specific operation.

Building Relationships with Public Officials at all levels

This course is designed to provide background on public officials that public transportation services directors/administrators interact with as a requirement of their position. They are introduced to the appropriate ways to approach and inform public officials, both elected and appointed, including a lesson on ethical conduct in public positions. The course consists of eight individual lessons that require approximately 1 hour of reading online. Each lesson consists of background information, resources, and practical skill outlines. At the end of a lesson is an assignment to either practice a skill or gather information specific to the participant's situation. The final element in the course is an on-site day-long workshop in which skills are discussed and practiced and new skills are introduced through experiential learning exercises.



USE YOUR BUDGET STRATEGICALLY

If you are an administrator or director who is reactive to your budgeting process, this online course will assist you in being proactive. You will learn to use the budget as a strategic tool to plan effectively and to find income from a variety of sources you have not previously tapped.

Budgeting as a Tool for Additional Funding

This course covers budgeting from a strategic planning perspective, an approach that is essential for public transportation directors/administrators in maintaining a flow of funding into the organization. The course emphasizes the importance of thinking strategically, forecasting, and finding creative resources for supplementing traditional funding sources. The course does not teach the nuts and bolts of creating a budget; rather it emphasizes the importance of both understanding the data and rising above it for a larger view.

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