

## **ANNOUNCING THE SKILL-BUILDING WORKSHOP COURSES FOR MOBILITY SERVICES PROFESSIONALS IN COMMUNITY TRANSPORTATION**

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ITRE at NC State University (ITRE) offers the following three courses designed specifically for Community Transportation Directors and Administrators to expand your perspective on leading within your organization through sharpening your skills. The courses cover separate topic areas: working with your **employees**, working with your **stakeholders**, and working with your **budget**.

Each course uses a **blended learning format** combining **online** instruction with an **on-site** workshop. Most of the course content is delivered online, followed by a full-day workshop held on-site at ITRE in Raleigh to complete the coursework.

**Note:** If your organization needs to register ten (10) or more participants for a course and has enough meeting room space, please contact us about bringing the workshop to your location.

### **BUILDING AND MAINTAINING EFFECTIVE ORGANIZATIONS THROUGH GOOD EMPLOYEES**

**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.

The course is designed to assist public transportation services directors and 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 online lessons that require approximately one hour of reading. Each lesson includes 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. At the on-site workshop the skills learned online are discussed and practiced, and new skills are introduced through experiential learning exercises.

### **BUILDING RELATIONSHIPS WITH PUBLIC OFFICIALS AT ALL LEVELS**

**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.

The course is designed to provide background on public officials that public transportation services directors and administrators interact with as a requirement of their position. Participants 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 online lessons that require approximately one hour of reading. Each lesson includes 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. At the on-site workshop the skills learned online are discussed and practiced, and new skills are introduced through experiential learning exercises.

## BUDGETING AS A TOOL FOR ADDITIONAL FUNDING

**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.

The 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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## COURSE REGISTRATION AND DATES

The registration fee for **each course is \$45.00 per participant**. The fee includes access to all instructional content and covers expenses for your lunch, materials, and parking at the on-site workshop.

Each course requires a **minimum of ten (10) participants** to register before the online Start date and on-site Workshop date can be finalized. Once registered, participants are notified by email to confirm the course dates as soon as the minimum is reached. Online content cannot be accessed until the Start date.

Payments by **credit card** (online) and by **check** (mail-in) are accepted. An invoice will be sent for payments by check. The registration fee is fully refundable on request prior to each course's online Start date; no refunds are issued after the Start date.

## FOR MORE INFORMATION

Contact **Walt Thomas** at ITRE, [wthomas@ncsu.edu](mailto:wthomas@ncsu.edu), 919-515-8893.