

## FAQs ABOUT THE SKILL-BUILDING WORKSHOP COURSES FOR MOBILITY SERVICES PROFESSIONALS IN COMMUNITY TRANSPORTATION

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These courses are designed specifically for Community Transportation Directors and Administrators to expand your perspective on leading within your organization through sharpening your skills. The three 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—or other specified location—to complete the coursework.

The following are **frequently asked questions (FAQs)** about the courses to help you decide whether taking courses like this can work for you. If you would like to know more about how the online courses work, please read on.

### ***What happens in the course?***

The course takes place nearly all online through your computer. When registering for your first course you will create your login username and password. On the Start date (first day) of the course you will be able to login and access the online classroom. The course is set up with content in the middle of your screen and information about fellow participants and the course calendar along the sides. It is up to you when you get online to complete a lesson.

With two exceptions, you may work on the course whenever you have the time. The first exception applies only to the “Budgeting” course—its first lesson includes a live webinar on “Using Your Data”. The webinar is held within the first two weeks of the course and is hosted by **Kai Monast**, Public Transportation Program Manager for ITRE. The second exception is that all courses close with a day-long workshop at a specific location. The workshop is conducted by course instructor **Ginny Blair** and includes exercises and materials that assist you in putting the skills to use in your workplace. The date for each onsite workshop is set when the course’s Start date is announced. You may talk with the instructor and ask questions any time during the course. In addition, Ginny will be sending information via e-mail and posting messages online each week to introduce a new lesson.

### ***What are lessons like?***

When you get into the online classroom you will see the lessons on a screen that you can scroll down. Lessons are available on a schedule of one per week. Each lesson has an introductory comment. Within that comment box is an icon for one or more lessons. You will double click on the lesson icon and the lesson will open in a new window on your screen. You will read through the lesson much like a book. However, there are assignments throughout the lesson that you must do when your lesson is complete. When you have completed the lesson, you close the window and either open a new lesson if it is available or log off.

### ***What do you mean by assignments?***

The course is designed to help you understand the skills and to direct you into practicing it right away in your workplace. You will be directed to do your own research within your work environment to assemble information or practice what you’ve learned.

### ***What is a workshop like?***

All three courses have workshops directed toward the specific skills you’ve been working with in the online course. In general, there is group discussion and sharing your experiences in putting the course to work and there are exercises that help you practice or extend the skills. You will meet other participants from around the state and learn about how other organizations do what you are doing. You will be introduced to new materials directly related to the course content that complement your online learning.

***How much does a course cost?***

Each individual course costs \$45.00 per participant.

***Do I have to take all three courses?***

Not at all. Register only for the course(s) that directly interest you.

***How many people will be in the course?***

We have a minimum enrollment of ten (10) participants, and maximum of 15, in each course.

***Are there tests?***

There is a review of the key learning points at the end of each course. You must get 80% correct to receive a certificate of completion. There are no other tests for any of the courses.

***Do we get CEUs for this?***

No, these courses are not accredited to offer continuing education units (CEUs).

**FOR MORE INFORMATION**

Contact the instructor, **Ginny Blair**, at [gblair@blairconsultinggroup.com](mailto:gblair@blairconsultinggroup.com).

***Come join us in the online classroom!***