

**New Jersey Community Transportation Training Program
Free Training News Flash**

**Certified Community Transit Supervisor (CCTS)
Certification Workshop**

**DATE: April 17 and April 18, 2023
9:00 am – 5:00 pm**

**LOCATION: Salon 4, Tropicana Hotel, Atlantic City, NJ
Gift cards will be provided to purchase lunch on both days**

HOW TO REGISTER Complete this form below and return ASAP:
Attention – Sha’quana Mack
EMAIL: Smack@njtransit.com

The front-line supervisor has a pivotal role in the transit organization. He or she is accountable for most of the day-to-day success of its operations. Many supervisors are promoted from within the ranks of the operating staff, while others come from a variety of backgrounds and must learn to effectively supervise. In their supervisory role, these individuals must also understand the overall objectives and mission of the transit organization, and they must be able to convey its practices, principles, and priorities to the operating staff.

This two-day classroom workshop has been updated to include a wide variety of skills necessary to successfully manage front-line employees and a web-based prerequisite course. The workshop will provide comprehensive training in leadership, working effectively within a team, communication skills, coaching skills, performance gap analysis, motivation, use of positive & progressive discipline, dealing with emotional employees and how to use feedback effectively.

At the conclusion of this training, class participants are tested in their mastery of these areas. Having passed the examination component, trainees will be professionally certified by CTAA as Certified Community Transportation Supervisors (CCTS); this certification will be valid for three years, whereupon the supervisor must recertify to keep the CCTS designation.

COURSE REGISTRATION FORM

Agency Name:

Agency Address:

Participant Name:

Title:

E-mail Address:

Phone Number:

For more information on the program, please go to <https://ctaa.org/ccts/>

CTAA, in partnership with the Center for Transportation eLearning (CTeL), has developed a web-based prerequisite course (approximately four hours) to provide the basic skills training necessary for new and veteran managers and supervisors. The web-based program (taken prior to the classroom training) will include the supervisor’s role, succeeding as a new supervisor, communicating effectively, leading your team, coaching and counseling, conflict management and decision making, and transit supervisor responsibilities.

TRAINING AGENDA:

- Leadership and the Supervisor’s Role
- Team Building and Team Styles
- Communication Skills
- Employee Management
- The CCTS Test

There is no cost to attend the training on Monday and Tuesday at the Tropicana.



The CCTS course is not part of the NJ TransAction Conference. In order to attend the conference, you must register and pay for Wednesday and/or Thursday by completing the application on this website:
<https://www.emailmeform.com/builder/form/R46jYT4ScmqVP4a>

Reserve Your Hotel Room

Pricing Guaranteed through March 26, 2023

WOW!!! Room prices have been deeply discounted. To get TransAction 2023 special room rate of \$69 per night (single or double occupancy) (Price does not include tax and resort fees), call 1-888-516-2215. You must mention that you want the TransAction 2023 GROUP RATE and GROUP CODE of ST04TA3. To get the low rates, you must make your reservation by March 26, 2023.

On-line reservations are preferred

[CLICK HERE to make your TransAction Hotel Reservations](#)