Customized Training

CTED provides onsite professional development seminars and custom designed workshops for transit organizations, state Departments of Transportation, as well as nonprofit and for-profit organizations throughout the U.S. All CTED workshops can be customized to your specifications and delivered straight to your location.

To learn more about customization, contact Ken Woodall at 414-227-3332 or email woodall@uwm.edu.

For general information, visit our web page: sce-cted.uwm.edu.
Transit Training Workshops

With more than 25 years of experience, the Center for Transportation Education and Development has the technical expertise and resources to provide a broad range of transit training opportunities. Our programs focus on formalized professional development opportunities to help you advance within the transit industry.

You have many professional and personal responsibilities and scheduling time for your continuing education can be a challenge. Experience the flexibility and convenience of attending UWM School of Continuing Education courses ONLINE.

Summer 2013 Courses:

**Systematic Approach to Increasing Transit Ridership**

Focus your efforts on the most productive ways to get passengers on your service and to keep them riding once they try it. Increased ridership is not just about marketing, but about taking a comprehensive step-by-step approach to service design and delivery. Find your “avatar” – your ideal customer – and learn to build and maintain a strong ridership base.

Mon.-Tue., May 20-21
Instructor: Anita Gulotta-Connelly
Fee: $500 / Early Bird: $400 (register by Apr. 22)
CEUs: 1.4
Program No. 7510-3146

**Passenger Service and Safety: Certification for Trainers**

Develop self-confidence as a trainer while learning the basics of passenger assistance. Gain the tools for evaluating and assessing on-the-job performance, which helps maintain and improve the quality of your agency’s transit services. This workshop satisfies standards set by the Americans with Disabilities Act.

Mon.-Wed., June 10-12
Instructor: Larry Currie
Fee: $725 / Early Bird: $625 (register by May 13)
CEUs: 2.1
Program No. 7510-5939

**Workplace Behavior Series Part 1:**

**Conflict Avoidance - The Art of Maintaining Control**  ONLINE

Analyze the usual causes of conflict by first examining typical behaviors along with both verbal and non-verbal triggers that contribute to conflict. Define the relationship between levels of stress and performance and examine conflict avoidance strategies based on both self- and other-directed control techniques.

Online Course Available: June 3-28
Instructor: Randall Pine
Fee: $500 / Early Bird: $400 (register by May 6)
CEUs: 1.4
Program No. 7510-5963

**Workplace Behavior Series Part 2:**

**Fundamental Principles of Managing Employee Performance**  ONLINE

From incentives and discipline, to recognition of outstanding performance, develop an understanding of the different ways in which your employees are motivated. Encourage and maintain excellence by setting up management programs and practices and implementing tools to quantify, measure and grade employee performance.

Online Course Available: July 8 – Aug. 2
Instructor: Randall Pine
Fee: $500 / Early Bird: $400 (register by June 10)
CEUs: 1.4
Program No. 7510-5965

**General Information**

**Program Cancellations/Refunds**

A full refund is issued to program participants if the School of Continuing Education cancels a program for any reason. Participant withdrawals made at least two weeks (14 days) prior to the start of a program can receive a 100% refund. When a participant withdraws less than two weeks prior to the program start, participant may have their fees transferred one time to any currently available program, otherwise participant will receive a refund minus a 20% administrative fee.

**More Information**

For further details, contact Ken Woodall at 414-227-3332 or email woodall@uwm.edu. Learn more about these and other CTED programs, visit sce-cted.uwm.edu.

**To Register**

Online: sce-registration.uwm.edu
Phone: 8am-5pm (Central) M-F
414-227-3200 – Direct
800-222-3623 – Toll Free