The AMTA has served as a resource to Alberta's transportation industry since 1938. Our training has been created by industry, for industry. Our AMTA instructors are selected based on their education, knowledge, and demonstrated expertise. Let the AMTA partner with you for your training and employee development needs.

Leadership in Transportation (LIT)

A description of the training course objectives:

In this course, learners will be introduced to several key aspects of leadership theory and strategy which can be used to help develop a culture of safety within an organization. This course looks at organizational culture, communication, conflict management, and the dynamics of teams and team building. New and experienced leaders working at all levels of an organization will be able to take away something to help them in their roles.

This is a 2-day course offered through both distance and classroom delivery methods. Leadership in Transportation touches on some key topic areas that relate to your role as a transportation safety professional. Examples for each of these topic areas will focus specifically on transportation safety:

- Organizational culture
- Communication
- Conflict management
- Performance management
- Developing your team

Module 1 - Organizational Culture and Safety – 3.5 hours

Learning Objective

- Recognize organizational culture
- Define organizational culture
- Define and provide examples of the following elements of organizational culture:
    - Artifacts
    - Espoused values
    - Assumptions
- Explain the relationship between organizational culture and safety
- Explain the challenges related to creating a safety culture within an organization
- Describe and explain best practices for working with various types of organizational culture, including:
    - Clan
    - Adhocracy
    - Hierarchy
    - Market
- Describe various mechanisms of cultural change

Module 2 – Communication – 3.5 hours

Learning Objective

- Communicate effectively with internal and external stakeholders
- Describe the communication process and define:

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- o Sender
- o Receiver
- o Message
- o Noise/Interference
- o Encoding/Decoding
- Explain the difference between internal and external communication, including best practices associated with each
- Identify common barriers to effective communication
- Explain how to use communication effectively in order to achieve buy-in
- Demonstrate giving and receiving effective feedback

Module 3 - Managing Conflict – 2.75 hours
Learning Objective

- Select and use context-specific conflict management strategies
- Define and provide examples of workplace conflict
- Define and explain the following approaches to conflict:
  - o Avoidance
  - o Competitive
  - o Collaborative
  - o Compromising
  - o Accommodating
- Describe the process and steps involved in conflict management
- Demonstrate the ability to manage a "critical" conversation

Module 4 - Developing Your Team – 2.75 hours
Learning Objective

- Explain the following stages of team development:
  - o Forming
  - o Storming
  - o Norming
  - o Performing
- Describe the process of performance management
- Differentiate between feedback and coaching

Data management and documentation for performance management
Total Instructional Hours: 12.5 hours
Final Review/Exam: 90 minutes
Total training duration/length: 2 Days

Description of how participant(s) will receive instruction:
Virtual instructor lead / in person

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Description of how participant's learning will be assessed/evaluated:

Course Assessment

The course will be assessed with a final exam. The final exam will take place at the end of Day 2.

- 90 minutes
- Open-book exam
- Multiple choice, true/false, short answer
- 80% pass grade

The facilitator will advise you of exam rewrite options, if required. Please note the rewrite exam cannot happen on the same day as the original exam was written.

Total cost of the course per person: Non-Member $525 / Member $262.50

Name of instructor: Robert Destree

Course capacity: unlimited

Dates of each training course: Mar 12, 2024
Sep 10, 2024

Credentials received at the end of the training: Certificate of completion