

**TxDOT Public Transportation Division (PTN)  
Schedule of Training  
January - March 2021**

<b>January 2021</b>					
<b>Event</b>	<b>Dates</b>	<b>Duration</b>	<b>Provider</b>	<b>Fee</b>	<b>Register</b>
Safety and Security Level 1: Safety Management Systems (SMS) Review and Development <i>4 – 2 hour sessions</i>	Jan 13 – March 24	8 hours	TxDOT/ RLS	Free	<a href="#">Course Registration Link</a>
Bus Driver Safety <i>2 – 4 hour sessions</i>	Jan 20-21	8 hours	TxDOT/ Easterseals	Free	<a href="#">Course Registration Link</a>
Financial Management Level 2 (Advanced) <i>7 – 1.5 hour sessions</i>	Jan 28 – March 11	10.5 hours	TxDOT/LSC Transportation	Free	<a href="#">Course Registration Link</a>
Transportation and the ADA	Jan 11	hours	Easterseals	\$150	<a href="#">Course Registration Link</a>
Excel to the Max	Jan 11-12	14 hours	Cloud	\$289	<a href="#">Course Registration Link</a>
Excel for the Business Professional (Level 1)	Jan 20	6 hours	Cloud	\$139	<a href="#">Course Registration Link</a>
Excel: Beyond the Basics	Multiple Offerings: Jan 12, 14, 20, 22, 26, 28, 29	6 hours	Pryor	\$99	<a href="#">Course Registration Link</a>
Advanced Excel - Macros, PivotTables, Charts	Multiple Offerings: Jan 13, 14, 21, 22, 25, 26, 27	6 hours	Pryor	\$199	<a href="#">Course Registration Link</a>
How to Deliver Exceptional Customer Service	Multiple Offerings: Jan 12, 21, 27	6 hours	Pryor	\$199	<a href="#">Course Registration Link</a>
Dealing with Difficult People	Multiple Offerings: Jan 11, 12, 20, 21, 26, 27, 29	6 hours	Pryor	\$149	<a href="#">Course Registration Link</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	Multiple Offerings: Jan 12, 13, 21, 22, 25, 27, 29	6 hours	Pryor	\$225	<a href="#">Course Registration Link</a>
Managing Multiple Priorities, Projects and Deadlines	Multiple Offerings: Jan 13, 14, 19, 21, 25, 28, 29	6 hours	Pryor	\$149	<a href="#">Course Registration Link</a>

## February 2020

Event	Dates	Duration	Event Provider	Fee	Notes
Using Excel PivotTables, Power Pivot and Power Query	Feb 2-3	16 hours	Cloud	\$299	<a href="#">Course Registration Link</a>
Excel Functions	Feb 17	7 hours	Cloud	\$199	<a href="#">Course Registration Link</a>
Excel to the Max	Feb 22-23	14 hours	Cloud	\$289	<a href="#">Course Registration Link</a>
Excel: Beyond the Basics	Multiple Offerings: Feb 3, 5, 9, 11, 17, 19, 23, 25	6 hours	Pryor	\$99	<a href="#">Course Registration Link</a>
Advanced Excel - Macros, PivotTables, Charts	Multiple Offerings: Feb 2, 4, 9, 11, 17, 19, 24, 25	6 hours	Pryor	\$199	<a href="#">Course Registration Link</a>
How to Deliver Exceptional Customer Service	Multiple Offerings: Feb 4, 10, 23	6 hours	Pryor	\$199	<a href="#">Course Registration Link</a>
Dealing with Difficult People	Multiple Offerings: Feb 2, 4, 9, 10, 16, 18, 24, 25	6 hours	Pryor	\$149	<a href="#">Course Registration Link</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	Multiple Offerings: Feb 3, 4, 8, 10, 16, 19, 25, 26	6 hours	Pryor	\$225	<a href="#">Course Registration Link</a>
Managing Multiple Priorities, Projects and Deadlines	Multiple Offerings: Feb 2, 4, 10, 11, 17, 19, 23, 26	6 hours	Pryor	\$149	<a href="#">Course Registration Link</a>

## March 2020

Event	Dates	Duration	Event Provider	Fee	Notes
Excel for the Business Professional (Level 1)	March 1	6 hours	Cloud	\$159	<a href="#">Course Registration Link</a>
Excel: Beyond the Basics	Multiple Offerings: Mar 5, 9, 11, 17, 19, 23, 25, 31	6 hours	Pryor	\$99	<a href="#">Course Registration Link</a>
Advanced Excel - Macros, PivotTables, Charts	Multiple Offerings: Mar 3, 11, 16, 18, 26, 29, 30	6 hours	Pryor	\$199	<a href="#">Course Registration Link</a>
How to Deliver Exceptional Customer Service	Multiple Offerings: Mar 5, 11, 16, 31	6 hours	Pryor	\$199	<a href="#">Course Registration Link</a>
Dealing with Difficult People	Multiple Offerings: Mar 4, 5, 10, 15, 23, 24, 30	6 hours	Pryor	\$149	<a href="#">Course Registration Link</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	Multiple Offerings: Mar 2, 5, 12, 15, 18, 23, 31	6 hours	Pryor	\$225	<a href="#">Course Registration Link</a>
Managing Multiple Priorities, Projects and Deadlines	Multiple Offerings: Mar 1, 10, 11, 19, 23, 25, 30	6 hours	Pryor	\$149	<a href="#">Course Registration Link</a>

## Description of Events

**Dealing with Difficult People:** Never again fall victim to those who love to make life miserable for the rest of us. This training gives you concrete techniques for dealing with difficult people in the workplace and at home. It provides specific strategies for getting adversaries to cooperate ... bullies to back off ... wallflowers to open up chronic complainers to quiet down. Knowing how to deal with difficult people at work will allow you to approach your job with more enjoyment and your coworkers with greater confidence.

**Excel for Business Professional Level 1:** This class is designed for the beginner who wants to learn how to create basic formulas. Have you been using a spreadsheet that someone else designed but you don't know how they created the formulas?

**Excel to the Max:** This class is designed for the intermediate to advanced Excel user who wants to expand their knowledge of Excel. The focus of this class are topics such as Formulas, PivotTables, Charts, working with Multiple sheets and files and much more. Also we focus on learning shortcuts, keystrokes and the most efficient way to accomplish a task.

**How to Deliver Exceptional Customer Service:** Developed and presented by customer service experts, this seminar teaches ways to work easily with others and create a more pleasant environment. We've drawn from what is working in companies all across America. You'll learn ways to communicate keeping your composure under stress, and much more.

**Leadership, Team Building and Coaching Skills for Managers and Supervisors:** This team-building seminar will teach you step-by-step, how to produce a manager's "game plan" to ensure you'll reach your goals and objectives. Plus, find out how to maximize every employee's abilities ... and uncover strengths and talents you never knew existed!

**Managing Multiple Priorities, Projects and Deadlines:** Set aside just one day, and you'll be able to manage multiple demands and priorities, get more done in less time, keep on top of numerous projects and deadlines, and eliminate pressure and stress from your work day. *If you're too busy to attend, enroll today!* For you, this seminar is truly a top priority!

**Microsoft Excel Beyond the Basics:** It's frustrating to know what Excel can do, but not understand the techniques to accomplish it. In one day, you will learn not only the formulas, database techniques, and macro commands that make work go faster, but you will also learn the tips and keystroke commands the pros rely on to make data more useful and worksheets easier to manipulate.

**SMS Principles for Transit:** This course includes an introduction to the principles and 4 components of a Safety Management System (SMS): Safety Policy, Safety Risk, Safety Assurance, and Safety Promotion. Building upon traditional transit system safety, participants will learn about FTA's SMS framework which includes executive leadership and accountability for safety, creating a positive safety culture, preventive risk analysis, and building an effective employee safety reporting program. At the end of this course, participants will have a greater awareness of critical safety practices which are available through SMS integration with transit system safety, including practical applications and exercises to begin SMS implementation.

**SMS Safety Assurance:** This virtual live training (VLT) course is designed to examine the Safety Assurance (SA) component within a SMS and discuss the (3) key sub-components and essential SA activities and tools necessary to verify the effectiveness of safety risk mitigations and that no new safety risks have been introduced through implementation of the mitigations or changes.

**Taking ADA Complementary Paratransit Service to the Next Level:** This online training course is designed for ADA complementary paratransit managers who are ready to improve the service offered to their customers by taking paratransit service to the next level. As an advanced level course, it will not cover basic requirements of running a paratransit system. Course content highlights using performance measures to improve service, going above and beyond the ADA, social media, training strategies for preparing your staff, strategic management and leadership skills.