

Florida public transit agencies only.

The Art of Defusing Conflict: De-Escalation Techniques for Transit Operators

Course Description:

The "The Art of Defusing Conflict: De-Escalation Techniques for Transit Operators" computer based training (CBT) course was developed through a grant and under the direction of with the Florida Department of Transportation's Office of Freight, Logistics, and Passenger Operation and in cooperation with the Florida Transit Safety Network. This CBT was produced by the University of South Florida's Center for Urban Transportation Research.

Operator assaults have become an ever increasing issue. The safety of our employees is our top priority. Fare evasion, angry and upset passengers, rude behavior, and violence are all issues that our operators can face on a daily basis. Knowing how to handle these situations can affect you, not only as a professional operator, but also as a potential victim of an assault. This training course introduces public transit professionals to key indicators that an event is likely to occur (both verbal and physical), and how best to defuse the situation.

This computer-based training program was developed to raise the awareness of operator assaults and to ensure your safety, as well as the safety of others. Upon completion of this training course, you will be able to:

- Define the terms "conflict" and "de-escalation"
- Identify situations that can cause passenger frustrations and recognize ways to reduce stressors
- Demonstrate techniques to defuse stressful situations to achieve positive outcomes
- Interpret state laws and agency policies with regard to difficult passengers and situations

How to Register:

All registrations must be made through the Florida Department of Transportation's Office of Freight, Logistics and Passengers Operations Transportation Learning Management System. This online registration and learning management system (LMS) provides Florida's public transportation professional a portal to manage their professional development. **Transportation Learning** manages training for you by keeping an educational transcript of all new courses that you complete, and a retrievable record is maintained so you may access (with a user id and password) Certificates of Completion, Certificates of Participation, retrieve course materials, etc.

Florida's public transportation professionals may set up a unique user id and password to register online for upcoming transit training courses, including e-learning courses. Follow the instructions below to log-in or to register for the training course.

Go to: www.transportationlearning.org

Returning Users: (*DO NOT use the enrollment key ID.*)

- If you are a **returning user**, type your username and password.
- Use the "Forgot Password" link to look up your account information using either an email address or username.
- When the dashboard appears, select "**My Catalog**" to enroll in desired course.
- Once enrolled the course will appear under new "**My Courses.**"

New Users Only:

- If you are a **new user**, select the "**Sign Up**" button.
- Use the Enrollment Key ID and Password below to create an account:
 - In the "Key Name" field please enter: **fltat**
 - Select the "Sign Up" button
- Begin by entering the requested information, as well as creating a unique username and password.
- An enrollment page will confirm your new username and password. A copy will also be sent to your registered email.
- When the dashboard appears, select "**My Catalog**" to enroll in desired course.
 - Once enrolled the course will appear under new "**My Courses.**"

Unsure if you have an account for your course registration? Use the "Forgot Password" link to look up your account information using your work/personal email address or username. If you cannot locate your account or for questions regarding this training course, please contact Stephanie Lewis at zavacki@ctr.usf.edu or by phone at (813) 974-1123.