



# Transit Core Competencies Curriculum (TC3)

## Module 2: Workplace Relations

### PARTICIPANT GUIDE

 TRANSPORTATION LEARNING CENTER

### **About the Developer and Development Process:**

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TC3 and associated courseware, including the Student Coursebooks, Instructor Guides and Power Point Presentations, have been developed by the Transportation Learning Center through a collaboration between Center staff and subject matter experts (SMEs). The SMEs come from public transportation agencies and unions committed to developing and strengthening pathways into frontline work in transit and transportation for young people and adults who live in the communities transit serves. The SMEs who were members of the Center's TC3 courseware development working groups are listed below:

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This module is one part of a broader series of modules meant to orient and engage potential public transportation maintenance employees to the industry, job opportunities and related responsibilities. A complete list of the modules contained within this series is below:

1. Public Transportation Industry Overview
2. Workplace Relations
3. Safety and Security
4. Public Transportation Technology Overview
5. Basic Mechanical Theory, Understanding, Application
6. General Electrical Theory, Understanding, Application
7. Public Transportation Maintenance Overview
8. Tools and Material Handling
9. Public Transportation Vehicle Maintenance
10. Facilities and Support Equipment Maintenance

The Transportation Learning Center is a nonprofit organization dedicated to improving public transportation at the national level and within communities. To accomplish this mission, the Center builds labor-management training partnerships that improve organizational performance, expand workforce knowledge, skills and abilities and promote career pathways and career advancement. For more information about the Transportation Learning Center, go to [www.transportcenter.org](http://www.transportcenter.org) or [www.transittraining.net](http://www.transittraining.net).

TABLE OF CONTENTS	PAGE
<i>How to Use the Participant Guide</i> .....	<i>v</i>
<b>Module 2: WORKPLACE RELATIONS</b> .....	<b>1</b>
2- 1 Overview.....	2
2- 2 Components of Successful Workplace Relations .....	3
2- 3 Diversity and Harassment.....	20
2- 4 Summary.....	26

## LIST OF FIGURES

Figure 1 Passengers Waiting for a Bus (Source: <a href="http://worldstreets.wordpress.com">worldstreets.wordpress.com</a> ) .....	2
Figure 2 Passengers Getting onto a Working Bus (Source: <a href="http://metrofutureblog.wordpress.com">metrofutureblog.wordpress.com</a> ) .....	2
Figure 3 An Illustration of Teamwork (Source: <a href="http://sipiau.com">http://sipiau.com</a> ) .....	8
Figure 4 Bus Operator (Source: <a href="http://busexpress.com.au">http://busexpress.com.au</a> ) .....	9
Figure 5 MTA Station Agent (Source: <a href="http://www.nydailynews.com">http://www.nydailynews.com</a> ).....	10

# MODULE 2

## WORKPLACE RELATIONS

### Outline

- 2- 1 Overview
- 2- 2 Components of Successful Workplace Relations
- 2- 3 Scenario Based Application
- 2- 4 Diversity and Harassment
- 2- 5 Summary

### Purpose and Objectives

The purpose of this module is to provide participants with an overview to how to have successful working relationships in a public transportation environment.

Following the completion of this module, the participant should be able to complete the objectives with an accuracy of 75% or greater:

- List the key components for a successful workplace
- Describe the significance of these key components in the workplace
- Describe basic aspects of relevant labor and employment law protections
- Describe general characteristics of a diverse transit workplace
- List accepted norms for working in a diverse workplace, individually and as a team member
- Identify the range of activities and behaviors that constitute harassment and bullying
- Describe examples of workplace codes of conduct and anti-harassment policies
- Apply the knowledge gained to a series of specific workplace-based scenarios

### Key Terms

- Aural Communication
- Collective Bargaining Agreement
- Communication
- Conflict Resolution
- De-Escalation
- Employee Handbook
- Harassment
- Non-Verbal Communication
- Professionalism
- Successful Workplace
- Switch Machine
- Switchpoint
- Teamwork
- Verbal Communication
- Visual Communication
- Worker Seniority
- Written Communication

## 2- 1 OVERVIEW

The riding public depends on public transportation. It probably seems pretty obvious that the system only is able to run when workers work together to get the job done. But, of course, working together to complete an important task—like making sure passengers in a broken down bus get to their location - doesn't happen automatically.



*Figure 1 Passengers Waiting for a Bus (Source: worldstreets.wordpress.com )*



*Figure 2 Passengers Getting onto a Working Bus (Source: metrofutureblog.wordpress.com)*

When a bus breaks down en route to its destination, it is the transit worker's job to ensure that the waiting patrons are still able to quickly and effectively get to their destination. While this hopefully seems seamless to the patrons, many steps may be taking place by transit employees, including:

- Call to Operations and Control Center to report so they can manage the issue
- Communication from Operations with all parts of the organization
- New bus and operator to location
- Quick bus repair by bus maintainers
- Heavy equipment operators to tow bus
- Security/police to direct traffic around bus

This module introduces approaches on how to have successful workplace communications in a public transportation environment. The first part of this module will explore the components of successful workplace relations. Then we'll work on real-life scenarios from a transit workplace and see how those components of workplace relations operate. Finally, we'll spend a little time look at some specifics related to worker protections, and right and obligations that often come from workplace codes of conduct, union contracts and labor and employment laws.