

- Ten supervisors and instructors at the Rail Operations Center have completed the Frontline Supervision course.



Graduates: top row, from left, Victor Robinson, Paul Martin, Ruben Ramirez, Julie Fowler (OD&T), Donnette Burks, Rose Mendoza, Carl Motley, Sally Singleton (OD&T). Bottom row, from left, Miguel Banuelos, Josie Robles, Phyllis Arispe, and Kirk Davis.

ROC Supervisors, Instructors Complete Frontline Supervision Course

By JULIE FOWLER

(Jan. 3, 2003) On November 25, 2002, ten supervisors and instructors made history at the Rail Operations Center by successfully completing the 30-hour Frontline Supervision course.

This course was offered for first time on-site at the ROC, at the request of Hector Guerrero, the Central Control Facility Manager.

Marion Colston-Fayyaz, director, Organization Development and Training, believes that this type of training initiative supports all MTA staff. "Frontline Supervision is a key step in achieving MTA Goal Number 3 - to Attract, Develop and Retain Employees," she says.

Frontline Supervision introduces supervisory skills to support MTA's core values and strategic plan. Curriculum modules include: Leadership, Organizational Dynamics, Communication, Performance Feedback, Teamwork, Recognition, Implementation and Innovation, Empowerment, Conflict Management/Customer Satisfaction, and Handling Multiple Priorities.

Under the guidance of their



Participants included Hector Guerrero, Central Control Facility Manager; Dough Jackson, Assistant Rail Division Transportation Manager, and Gerald Francis, Rail Operations General Manager. Below, Robert Chappell, Director of Wayside Systems; Jess Diaz, Director of Transportation, and Dave Kubicek, Director of Vehicle Maintenance, supported the graduates by attending the graduation ceremony.

instructors, Senior Development and Training Specialists Julie Fowler and Sally Singleton, participants identified ten rail projects to be implemented and/or to be considered as program initiatives to support the strategic plan. Management is actively supporting the projects.



Projects included process improvements in one of the five areas:

- Safety
- Customer Satisfaction
- Integrity
- Valuing Employees
- Fiscal Responsibility

Graduates were Phyllis Arispe, Miguel Banuelos, Donnette Burks, Kirk Davis, Paul Martin, Rose Mendoza, Carl Motley, Ruben Ramirez, Victor Robinson, Josie Robles.

Administration Executive Officer Carolyn Flowers told the graduates, "Your projects demonstrate our commitment to MTA core values."

Rail Operations General Manager Gerald Francis was on hand to distribute course completion certificates. Several MTA Senior Management staff was on hand to congratulate graduates for their outstanding accomplishments, including Carolyn Flowers and Hector Guerrero, Robert Chappell, director of Wayside Systems; Dave Kubicek, director of Rail Services and Jess Diaz, director of Rail Operations.

Francis stressed the significance of Frontline Supervision when he said; "I am particularly impressed with the commitment demonstrated by the ROC team in addressing and implementing action items identified in the Rail Operations strategic plan. The efforts of these teams are a clear indication that Rail Operations is at the forefront of improving the areas of Customer Service, Reliability and Innovation."

[Back to Bulletin Board](#)