

[Metro.net](#) (web)

Resources

► [Safety](#)

► [Pressroom](#) (web)

► [Ask the CEO](#)

► [CEO Forum](#)

► [Employee Recognition](#)

► [Employee Activities](#)

► [Metro Projects](#)

► [Facts at a Glance](#)
(web)

► [Archives](#)

► [Events Calendar](#)

► [Research Center/
Library](#)

► [Metro Classifieds](#)

► [Bazaar](#)

Metro Info

► [30/10 Initiative](#)

► [Policies](#)

► [Training](#)

► [Help Desk](#)

► [Intranet Policy](#)

Need e-Help?

Call the Help Desk
at 2-4357

[Contact myMetro.net](#)

The Feb. 8 Metro Speaks training class included (from left) Shantelle Brown, Alex Kalamarcos, Gene Hargreaves, Mike Kalustian, Agnes Jose-Eguaras, Bill Hesser, Dianne Sirisut, Elizabeth Streegan, Michele Smith, Maria Reynolds and Helen Ortiz-Gilstrap.



Photos: Ned Racine

Metro Speaks Class Hears Communication Tips from Smooth Operator

(Feb. 12, 2008) When the Metro Speaks speakers bureau wanted to help its volunteers communicate better with the public, it only had to look to West Valley Division 8.

Mike Kalustian, who works on the Metro Rapid 750 line along Ventura Blvd, has the experience to train communicators—he does it several nights a week in the Speech Communication department of Los Angeles Valley College.

Kalustian, who graduated from California State University Los Angeles in 2004, teaches Critical Thinking, Rhetoric and Public Speaking.



Mike Kalustian, West Valley Division 8 bus operator, draws on his academic training to suggest how Metro Speaks volunteers can better communicate with the public.

He was eager to train the Metro Speaks volunteers. "It's something I believe in," he said. "I saw it as a way to use my academic experience to help Metro."

Kalustian, who was one of the original 30 operators who helped create the Metro Rapid System, came away believing his audience was eager to give better presentations.

Kalustian, who has worked for Metro for

more than 17 years, wanted his audience to realize "they are the most important message Metro [communicates], to show the public what talented, hard-working employees Metro has."

"I took a page and a half of notes," said Helen Ortiz-Gilstrap, Metro Speaks coordinator, of Kalustian's presentation.

If you are interested in joining the Metro Speaks program or know an organization that would like to receive a presentation on a Metro-related subject, please contact Metro Speaks at 213-922-7575 or metrospeaks@metro.net. --From Ned Racine

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)