Motivating Maintenance Personnel

A two day workshop on motivating employees, designed for up-and-coming first-line maintenance supervisors.

It’s been long known that motivation among highway maintenance workers can be a problem. The National Cooperative Highway Research Program (NCHRP) has completed a two-day workshop for frontline supervisors, aimed at presenting the fundamental methods of improving morale and motivation. The workshop is interactive, involving participants and their experiences, ideas, and attitudes, with virtually no writing-type assignments. Participants will also be given a workbook and reference manual with additional information.

Why bother with Training?
You know about the performance of unmotivated employees—it may be bad or even counterproductive. And the problem can be infectious: one unmotivated worker can destroy the morale of an entire crew! So motivation must be a part of every manager’s job. This training program is designed to make that job easier—and even more enjoyable.

The Department of Transportation is an Equal Opportunity/Affirmative Action institution and as such encourages participation in all its programs without regard to age, race, sex, creed, national origin or religion.
Instructor

Beverly J. Fontenot, Staff Development/Training Coordinator, is a training and management professional. She has over twelve years of training/employee development experience. Some of her jobs include, course developer, leadership & management instructor, career counselor, training manager, functional manager, and director of training.

Who Should Attend?

This course is specifically created for front-line supervisors of highway maintenance workers, new or experienced.

Recommended for those who have attended the “Developing Supervisory Skills for New Supervisors” Program.

Topics Covered

- What the organization needs to function
- Workers general needs, and matching the organization’s needs to the workers’
- Why people behave the way they do in the workplace
- How to find out whether there’s a performance problem - and if so, what kind of problem
- Matching people with tasks: selecting, encouraging, and facilitating
- How to encourage workers by evaluating, coaching/mentoring, rewarding, correcting, and involving them
- Six supervisor-worker relationships, six elements of good communication and self-assessment
- How to develop an action plan for individual workers and the crew.

Agenda

DAY ONE
8:30 AM INTRODUCTION
9:30 AM ORGANIZATIONAL REQUIREMENTS
10:15 AM BREAK
10:25 AM INDIVIDUAL NEEDS
11:45 AM LUNCH
12:45 AM INDIVIDUAL NEEDS, Continue
1:25 PM Summary and Wrap-up of Chapters 1 – 3
1:35 PM BREAK
1:45 PM TURNING EFFORT INTO PERFORMANCE
3:15 PM BREAK
3:25 PM PERFORMANCE ANALYSIS
4:25 PM Summary and Wrap-up of Chapters 4, 5; Preview of Chapters 6-9

DAY TWO
8:30 AM STEPS TO IMPROVE PERFORMANCE; SELECT, DIRECT AND FACILITATE
10:00 AM BREAK
10:10 AM STEPS TO IMPROVE PERFORMANCE: ENCOURAGE
12:00 LUNCH
1:00 PM STEPS TO IMPROVE PERFORMANCE: COMMUNICATE
2:30 PM BREAK
2:45 PM ACTION PLANS
3:45 PM Course Summary and Wrap-up
4:20 PM Course Summary and Wrap-up

Registration

Please register in advance by mailing or faxing the attached registration form.

FAX in: (404) 463-3564
E-mail: beverly.fontenot@dot.state.ga.us

There is no registration fee for this program.

Registration Deadline is seven business days prior to the course date.

REGISTRATION INFORMATION

NAME: ____________________________
TITLE: ____________________________
ORGANIZATION: __________________
MAILING ADDRESS: __________________

DAYTIME PHONE: ( ) ________________
FAX NUMBER: ( ) ________________
Email ____________________________

Feb 25 & 26 Columbus Tech
May 13 & 14 Tifton - RDC

TO REGISTER!!

Mail Form to:
Georgia Department of Transportation
Local Technical Assistance Program
276 Memorial Drive
Atlanta, Georgia 30303

FAX in: (404) 463-3564
On-line at: http://tomcat2.dot.state.ga.us/WECS/Login.cfm

Email to: beverly.fontenot@dot.state.ga.us