



National Transportation Training Directors 2016 Conference
Providence, Rhode Island

NTTD Conference Agenda

Sunday, October 16, 2016

2:00 pm	<i>Executive Board Meeting</i>
3:00 pm on Hotel Check-In	<i>Hotel Lobby</i>
2:00 pm – 4:00 pm	<i>Conference Exhibitor Set Up</i>
4:00 pm – 6:00 pm	<i>Conference Registration</i>
6:00 pm – 8:00 pm	<i>Welcome Reception</i> <i>For conference participants and paid guests</i>



<i>Monday, October 17, 2016</i>	
7:00 am – 5:00 pm	<i>Exhibit Area Open</i>
7:00 am – 8:15 am	<i>Continental Breakfast</i>
8:30 am – 9:00am	<i>Conference Welcome</i> <ul style="list-style-type: none"> • Welcome and Introductions • GoLocalProv
9:00am – 9:15 am	<i>Opening Remarks</i>
9:15 am – 10:30 am	<i>State Sharing</i>
10:30 am – 10:45 am	<i>Break</i>
10:45 am – 12:00 pm	<i>State Sharing</i>
12:00 pm – 1:00 pm	<i>Networking Luncheon with Exhibitor Introduction (10 min)</i>
1:00 pm – 2:00 pm	<i>An LMS Case Study on Integration, Deployment, & Innovation</i> Rhode Island DOT & Cornerstone OnDemand
2:00 pm – 3:00 pm	<i>Business Items</i> National Highway Institute Transportation Curriculum Coordination Council National Local Technical Assistance Program Association National Network for the Transportation Workforce
3:00 pm – 3:15 pm	<i>Break</i>
3:15 pm – 5:00 pm	<i>WORKSHOP:</i> <i>Communicating for Effective Customer Service</i> Annie Oster and Elizabeth Papa
	<i>Just as dedication to superior customer service drives companies, commitment to community involvement enables companies to truly understand the needs of customers and neighbors. Partnering with state agencies allows us to learn about their successes and</i>



challenges with customer service and collaborate on ways to provide reinforcement training to employees. Participants build upon their existing customer service skills by learning how to “C.A.R.E.” for customers. The C.A.R.E. characteristics teach the importance of communicating with, advocating for, relating to, and educating customers. This discussion provides a refreshed understanding of the importance in delivering exceptional service from both a business and personal perspective.

Evening Dinner on Your Own



Tuesday, October 18, 2016

7:00 am – 8:15 am *Continental Breakfast*

8:30 am – 5:00 pm *Exhibit Area Open*

Visioning and Forward Thinking
Pamela Heffernan

Many managers today focus on what’s in front of them, the tasks that are “screaming” for attention. The outcome of this short-range, tactical approach can be missed opportunities and a frustrated team.

8:30 am – 12:30 pm
(includes mid-morning break)

To help drive results and ensure a high performing team, managers should apply a clear set of strategic thinking behaviors to their day-to-day leadership activities. This program will focus on discussions around these key strategic thinking drivers:

- *Establishing a clear vision of success*
- *Creating alignment around the vision with each member of their team*
- *Anticipating obstacles and challenges and proactively put a plan a place*
- *Making sound decision decisions*

12:30 – 1:30 pm *Networking Luncheon with Exhibitor Introduction (10 min)*

Executing the Plan – Coaching to Success
Pamela Heffernan

Managers and supervisors are responsible for producing results, meeting deadlines, ensuring customer satisfaction and completing a host of other projects. In many cases you produce most of these results indirectly, through the competencies of others, your staff.

1:30 pm – 5:00 pm
(includes mid-afternoon break)

“Achieving results through others” has become a standard definition of managers. However, the catch is to achieve “superior results” not simply acceptable results. To motivate employees to



excel and strive for quality in all areas takes a manager that understands his/her staff; takes time to recognize employee strengths and improve employee weaknesses, and coach the staff to success.

Agenda:

- *The role of coach*
- *Creating a “learning environment”*
- *Identifying a coaching framework for conversations with employees*
- *Building accountability and ownership for success*
- *Dealing with difficult conversations*
- *Small group exercise to reinforce material*

5:00 pm – 7:00 pm

Networking Reception

For conference participants and paid guests

Evening Dinner on Your Own



Wednesday, October 19, 2016

7:00 am – 8:15 am

Continental Breakfast

8:00 am – 12:00 am
*(includes mid-morning
break)*

Lean 101: How State DOTs are Creating Efficiency and Effectiveness Through Process Improvement

Karl Wadensten

In this presentation, participants will learn about Rhode Island's Lean initiative and how state agency is working with the private sector to implement Lean. Karl Wadensten has developed a lean culture where continuous improvement is the norm and the pursuit of excellence is fully embraced by the entire VIBCO team. Through its Lean journey, VIBCO has gained sustained dramatic improvement in inventory, lead time, SME, quality, and has implemented literally thousands of employee ideas. Karl will share his experiences with Lean and how he works to help the state of RI with this initiative.

Noon – 1:00 pm

Networking Luncheon

1:00 pm – 5:00 pm

Field Trip

For conference participants and paid guests

Evening Dinner on Your Own



<i>Thursday, October 20, 2016</i>	
7:00 am – 8:15 am	<i>Continental Breakfast</i>
8:30 am – 10:00 am	<i>NTTD Business Meeting</i> Dr. Mary Leah Coco, NTTD President
10:30 am – 10:45 am	<i>Break</i>
10:45 am – 12:00 pm	<i>NTTD Conference After Action Review</i> Kristi Folse and Lisa Leonard
Noon – 1:00 pm	<i>Grab-n-Go Lunch</i>