



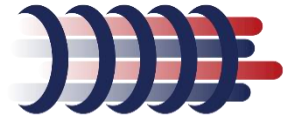
***TRANSIT
WORKFORCE
CENTER***



Federal Transit
Administration

Transit Workforce Center

National Technical Assistance Center
for Transit Workforce Development



INTERNATIONAL
TRANSPORTATION
LEARNING CENTER

Mentoring – A Great Route to Frontline Workforce Development

September 28, 2022



TWC • TRANSIT WORKFORCE CENTER

Today's Agenda

- What is the Transit Workforce Center?
- What is Mentoring?
- Why Mentoring - Labor-Management Perspectives
- KCATA Panel - How a Mentor Program Gets Started and Operates
- Mentoring for Success – Key Components of Strong Mentoring Programs
- Q&A

Plenary Presenters

Stu Bass, Principal, Progress Worx

Jamaine Gibson, Director of Apprenticeships and Workforce Development,
Amalgamated Transit Union

Pat Greenfield, Senior Director for Workforce Education,
International Transportation Learning Center/Transit Workforce Center

William Howard, President, Amalgamated Transit Union Local 1287

Denise Jenkins-Agurs, Chief People Officer, Department of People & Teammate
Experience, Indianapolis Public Transportation Corporation



Transit Workforce Center – Mission

Operated by the **ITLC**, the **Transit Workforce Center (TWC)** is **FTA's** first ever national technical assistance center for transit workforce development.



mission

The **TRANSIT WORKFORCE CENTER** is the Federal Transit Administration's first ever national technical assistance center for transit workforce development. Its mission is to help urban, suburban, tribal, and rural public transportation entities recruit, hire, train, and retain the diverse workforce needed now and in the future.



TWC Services



Technical Assistance To Transit Industry



Targeted Training Development & Delivery



Forums for Peer to Peer Workforce Development Learning



Models of Transit Best Practices/Resources



Workforce Strategic Planning & Support



Analysis of Transit Industry Trends & Data



Expertise on Collaborative Partnerships



Help Desk Services on Emerging Transit Related Topics



Selected TWC Workforce Development Resources, Strategies, and Initiatives



Meeting workforce development challenges



Engaging stakeholders



Partnerships



Mentoring programs



American Transit Training and Apprenticeship Innovators Network (ATTAIN)



#ConnectingMyCommunity — National Transit Frontline Worker Recruitment Campaign



Zero Emission Bus transition



What is Mentoring?

- Mentorship – the transfer of knowledge during On the Job Training (OJT)
- Key component of strong workforce development
- Different than purely technical training
 - Share wisdom beyond specific technical skills
 - Provide mentees with context, understanding, and support that helps them to thrive in their new job and environment
 - Implement through a structured program that supports mentors and mentees
- Differences between operator and technician mentoring





Why Mentoring?





Mentoring for Success: Keys to an Effective Program and Success for the Mentee



- **Establishing commitment**, from senior management to the frontline supervisor, and workers at the site
- **Partnering**, between labor and management to support this commitment
- **Laying groundwork**, a tremendous amount, before the first mentor and mentee are brought together
- **Training mentors**, through programs and workshops



What Mentors Need to Learn

- Qualities of a successful mentor
- Characteristics of the adult learner
- Varied learning styles
- Coaching techniques
- Hands-on training approaches





What Mentors Need to Learn



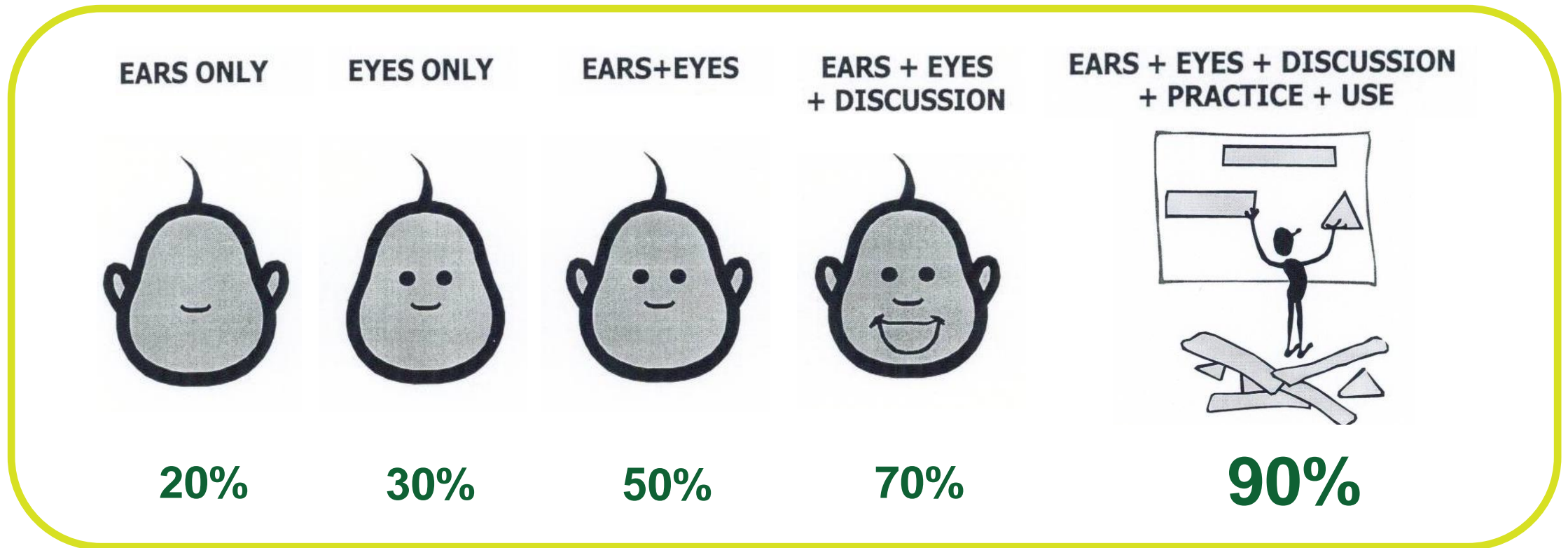
Training during OJT isn't just telling

People generally learn by doing, not by being told how to do something.



What Mentors Need to Learn

What's the retention percentage?

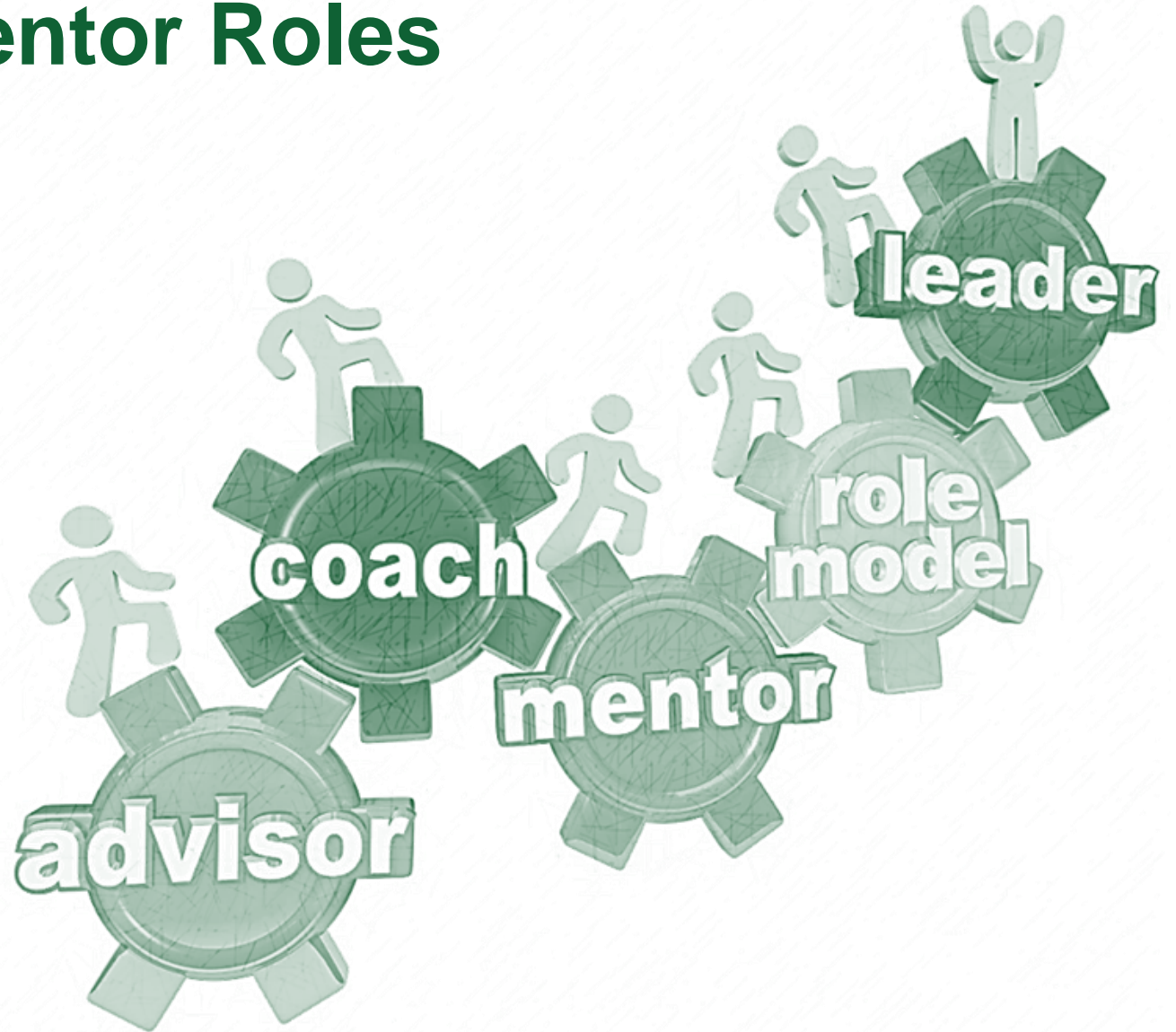




Mentor Roles

Among the most valuable:

- Advocate
- Open communication partner in all areas, including
 - Workplace culture
 - Issues involving diversity, equity, inclusion, and access





Communication and Respect: Keys to Working with Differences



Mentor's core message:

“The respect we all want for ourselves as individuals is what we must give to everyone, regardless of how different they may be from us.”





To Continue the Discussion or Access Resources

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Contact Us

Email us **twc@transportcenter.org**

Call us at **1-855-888-NTWC**

Learn more about us at

<http://transitworkforce.org>

Q&A



Thank You!