

IT'S ALL ABOUT SAFETY.

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M Resort Spa Casino Hotel,
Henderson, NV



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Building Relationships with Your Drivers

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Agenda

- Understanding a driver's mentality
- Putting yourself in their shoe's
- Teaching safety through a driver's eyes
- Explain your position and why you manage the way you do.
- Just because you know it, do they?
- First name or nick name basis, friendly communication
- Small appreciation goes a long way
- Call to action

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Understanding a driver's mentality

- Distractions – reduce the amount of in-vehicle distractions
- Rushed – proper time management from dispatch and driver
- Emotional – reminders, get a feel for drivers mental state
- New Driver – Ride a longs with veterans, never assume
- Fatigued Driver – Be aware of drivers pushing their limits not just HOS limits

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Putting yourself in their shoe's

- Can you drive their vehicle? If so how often?
- If not, how often do you ride a long?
- Can you pre/ post trip?
- Can you log (ELD/ ABORD)?
- Listen to dispatch or supervisor/ manager when talking to drivers?

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Teaching safety through a driver's eyes

- Get feedback from driver's on what will make them safer?
- Ask what can we do to assist you as a driver?
- Test their skills (quarterly, semi-annual or annually)

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Explain your position and why you manage the way you do.

- Talk with the drivers about your position in layman's terms
- Relate to them and have them relate to you about why you manage the way you do?
- Let the driver's know the company's goals and how they can help achieve them together

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Just because you know it, do they?

- A.S.S.U.M.E.
- Threat everyone as a child learning
- Explain everything in detail
- Have regular discussions as you do with your superiors or direct reports.

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First name or nick name basis, friendly communication

- Ask drivers what do they call you? What do you go by? And use it
- Ask if they have nick names and tell them yours or make up one
- Don't make anyone talk up to you and don't talk down to the drivers

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Small appreciation goes a long way

- Safety Competitions with small rewards
- Random lunches or gift cards
- Thank a driver every time you see a driver
- Treat drivers with the respect of a public servant, all drivers need appreciation, even ones that don't work for you

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Call to action

- Understanding mentality (distracted, rushed, emotional, new driver fatigued driver)
- In their shoes, understanding their jobs
- Feedback from drivers and credit for implementing
- Give driver better understanding of your position and the why's
- Never Assume and use detail in their terms
- Know their names and make sure they know yours
- Appreciate drivers randomly, not just driver appreciation week.

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