

Delivery Drivers On-Road Coaching & Workshop

Developing safer driving behaviours to mitigate on-road incidents

- Duration: 7.5 hours
- Delegates: 1 or 2 delivery drivers
- Format available

Classroom workshop followed by on-road coaching



ttc

Overview

This hybrid of workshop and on-road driver coaching session, specifically for home delivery drivers, is designed to develop competence and confidence on the road as well as promote a positive attitude towards driving by guiding the driver through proven defensive driving & delivery techniques.

This highly engaging session can be tailored towards the driver's needs and our expert coach will provide advice for ongoing development and improvement.

By developing safer on-road behaviours you will benefit from reduced fleet running costs and collisions.



At the end of the coaching/workshop, drivers will be able to:



Explain factors which could affect personal driving performance and overcome barriers to safe on-road behaviours



Develop eco-safe driving skills whilst applying the principles of good observations, anticipation and forward planning



Demonstrate pre-journey safety checks, controlled manoeuvring and safe parking, and identify key hazards



Identify appropriate speed limits for different vehicle categories and roads



Demonstrate a dynamic risk assessment at the delivery address

Coaching and workshop benefits



Reduce your drivers' risks

Coaching will reduce driver risk, collision rates, fleet costs and develop safer driver behaviour, especially at the customer's delivery address



Meet your duty of care

Our courses are designed to help you meet your duty of care obligations



Improve your drivers' on-road competence and awareness of risks at delivery address

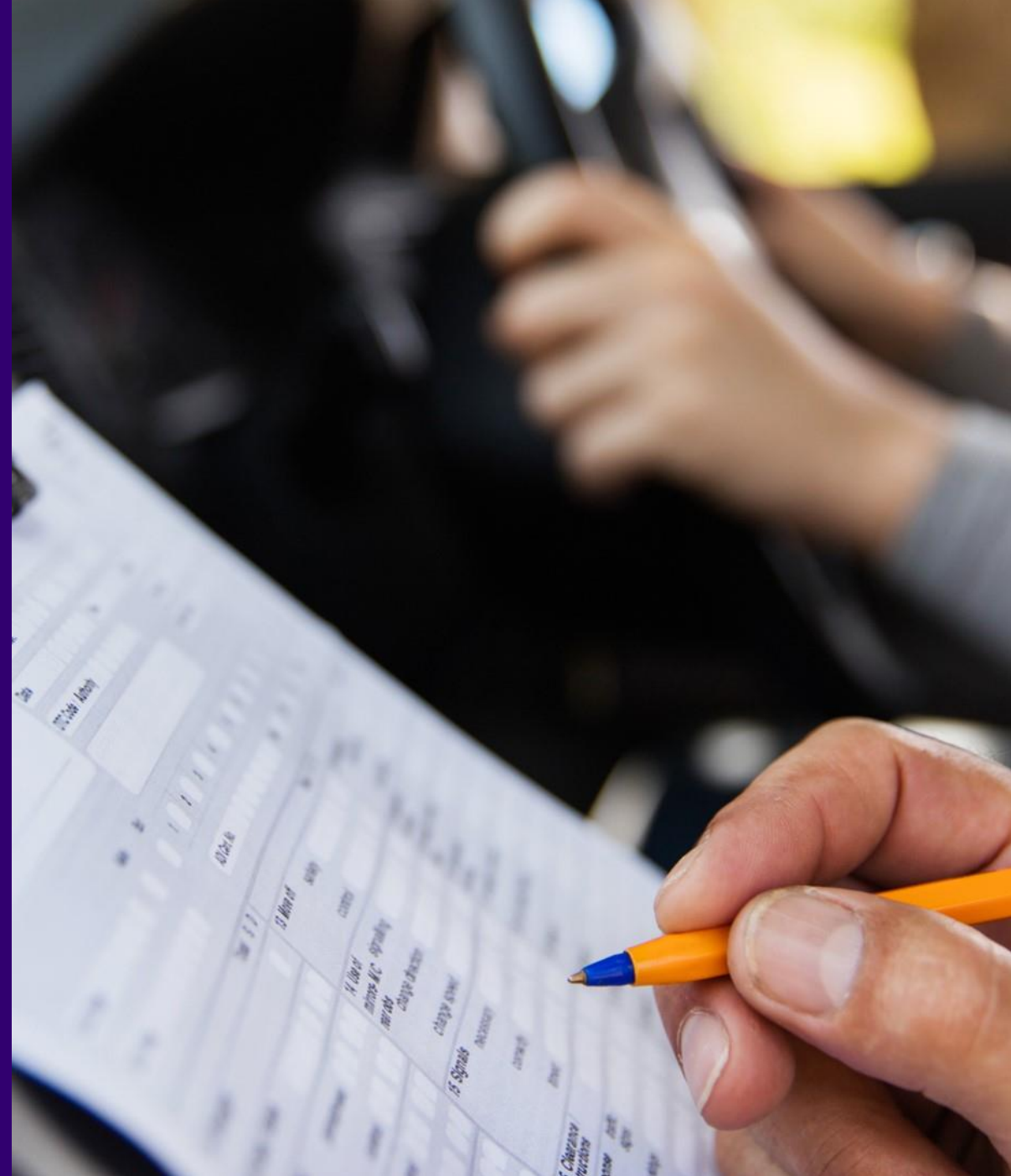
- Factors affecting driving performance and risk of collision
- Management of incidents at delivery address
- Hazard awareness and forward planning
- Enhanced eco-driving techniques

Delivery method

The course is facilitated by a professional fleet trainer who will get to know your driver by establishing their requirements, level of knowledge and experience before assessing their driving performance and providing tailored coaching and feedback.

“I shall be even more aware and alert on the roads now and in the future. The way he [Mick] taught me makes me want to change my thinking and driving forever, not just for today”

Umar Hussain, Animal Plant Health Agency



Who should attend?

Anybody who drives a vehicle, especially LCV (Light Commercial Vehicle), for delivering goods or parcels to both private and commercial addresses.



Coaching and workshop outline

Introduction

Factors affecting driving performance

Explore the factors that can affect driving performance

- Health & Fatigue
- Drug driving, Alcohol and the 'morning after' scenario
- Distracted driving (mobile phone, in-vehicle technology)

Dynamic risk assessment

- Identifying risk prior to stopping and making a delivery
- Where and how best to park to reduce risk or damage

Eco-safe driving

Establish a safe and fuel-efficient driving habit, good observation and forward planning skills.

- Pre-journey safety checks (recognising risks)
- Defensive driving and recognising hazards
- COAST (overcoming barriers, time/stress management)

Effective speed management

Remind drivers of the UK speed rules and the importance of using appropriate speed.

- Speed awareness quick quiz
- Recognition of speed limits
- Defining appropriate speed
- Speed limits for non-cars
- Motorway rules
- Scenarios (apply principles of COAST)

Coaching – setting the scene

- Explain this is not a test
- Safe and fuel-efficient driving
- Define personal objectives

Initial assessment

- Driver's normal working environment
- Environments – urban, rural, dual-carriageway, motorway
- Comfortable and challenging routes

Debrief and discussion

- Driver's comments about their drive
- Areas to work on aligned to objectives
- Benefits and consequences
- Agree 3 primary objectives

Coaching session

- Bite-sized, driver-centred learning
- Discuss progress
- Set additional objectives if appropriate
- Undertake parking and manoeuvring exercises
- Avoidance of 'damage while parked'
- Encourage commentary-style driving

Course review

- Discuss outcomes
- Revisit 'what do you want to get out of today'
- Advice for ongoing development/improvement

Logistics

Our delivery is facilitated both in a classroom and in-vehicle. In order to facilitate the classroom element of this course we will require:

- A suitable room to comfortably seat all attending
- Flipchart and pens
- Suitable toilet facilities
- Refreshments

For in-vehicle training we will require:

- Drivers to be able to read a number plate from 20 metres in good day light with or without corrective vision
- Produce their driving licence or if they do not have it with them, agree to undertake a check with the DVLA
- All vehicle lights and warning instruments to be in good working order
- All vehicle tyres have at least 1.6mm tread and correct air pressure
- All vehicle fluid levels at the appropriate levels e.g. oil & washer fluid
- Vehicle meets all Road Traffic Act requirements



To book

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Developing safer driving behaviours and
reducing your fleet running costs

