



# Driver Services

## Drivers in Training

- **Introduction to Human Factors Course**

2 days (split) 6 – 12 delegates

This course is specifically designed for drivers who are currently undergoing their initial training. It introduces them to the basics of human factors that influence performance.

They will learn the crucial role that concentration plays in performance and understand the way the mind can hinder or help this function. They will be made aware of the importance of perceptions and attitudes in influencing performance. The course also focuses on awareness of when and what causes concentration to dip, learning new techniques to improve concentration and focus, managing assumptions and distractions, the crucial role of sleep, diet and exercise on concentration and performance, recognising the effects of harmful pressure and understanding the stress response and its impact on performance, learning tools and techniques for managing harmful pressure, and finally developing an awareness of the issues around dealing with traumatic events if they should surface at work.

## Drivers Recently Passed Out

- **Introduction to Human Factors Course**

2 days 6 – 12 delegates

This course is similar in structure and content to the course for drivers in training. It differs in the way it is delivered in that there is more of a facilitative approach which encourages drivers to bring their own recent experiences to the discussions.

The drivers will discuss their experience with concentration during the early part of their driving career and identify the ways the mind can hinder or help this function and whether they have been conscious of this. They will be made aware of the importance of perceptions and attitudes in influencing performance. The course also focuses on awareness of when and what causes concentration to dip, learning new techniques to improve concentration and focus, managing assumptions and distractions, the crucial role of sleep, diet and exercise on concentration and performance, recognising the effects of harmful pressure and understanding the stress response and its impact on performance, learning tools and techniques for managing harmful pressure, and finally developing an awareness of the issues around dealing with traumatic events if they should surface at work.

This course will also look at an issue that will prepare the drivers for the future, that being boredom or over-familiarity with certain routes. Although this may not be an issue for the drivers at the moment, they are made aware of how it may be a factor in the future and what they can do to manage it.

## Performance Improvement and Error Reduction for Drivers

- **Driver Support Programme**

3.5 days 4 delegates

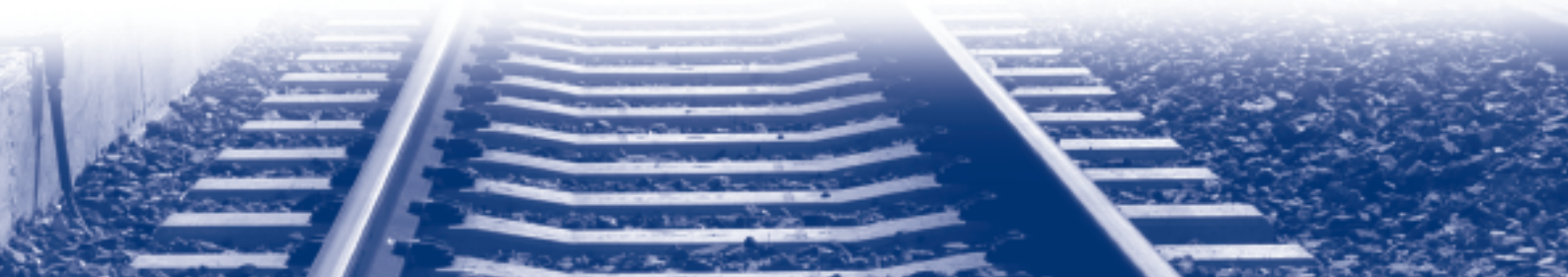
This course is designed to support any drivers, regardless of current experience and ability, who would like to improve their performance. The course will be particularly useful for drivers who may have had an incident or are currently receiving extra monitoring and those drivers experiencing personal issues, sleep problems or concentration difficulties that may have a detrimental impact on their performance. The programme fills a real gap for drivers who are technically well trained, but are struggling with confidence and/or the mental after-effects of an incident or performance lapse.

Although psychometric testing is often proposed for drivers involved in an incident, this approach – on its own – does not address the driver's understanding of what they are experiencing, the human factor issues involved, or their confidence levels. Arcadia Alive has found that drivers who have had an incident often need support and guidance to enable them to understand what they have experienced, how it affects them, and what strategies they can use to restore the confidence and skills required to resume a professional driving career. The course is specifically designed for small group sizes, allowing the facilitator to tailor the content of the course to the needs of the drivers present on each programme.

## Dealing with Trauma

- **Growth and Resolution after Fatality and Trauma (GRAFT)**

Workshops	3x 0.5 days	4 – 8 delegates
Individually Tailored Counselling for Drivers after Trauma	6 – 8 sessions	1 person



# Driver Services

CONSULTANCY

TRAINING

DEVELOPMENT

## ● 3 Year Skills Update

3.5 days      4 – 6 delegates

This course is similar in content and structure to the Driver Support Programme. The philosophy of the course is that whatever the level of performance the drivers are currently achieving, there is always room for improvement. Furthermore, it is usually the case that once someone stops actively trying to improve on a task, performance actually falls rather than remain static. For many drivers, skills learnt during their initial training are not formally updated and so it is easy for these skills to lapse.

The course therefore has a strong emphasis on revision of skills that drivers may need to refresh after 3 years of not consciously developing these areas. The course begins with raising awareness and questions so the drivers themselves can notice and identify what their own individual areas for development are. The drivers then have the opportunity to choose from the information, tools and techniques provided in order to develop their skills and improve their performance. The course is tailored as much as possible to the needs of the drivers attending each specific course.

## ● DSP Follow Up Day

1 day      8 – 12 delegates

This course is specifically for drivers who have already attended the DSP. It covers the same topics as the DSP but acts as both a refresher and an update on these skills. Drivers are given the opportunity to get further clarification and information on any aspects of the DSP that they have been unsure about or struggled with, as well as developing and expanding on any skills and techniques they have already mastered.

## ● One to One Development (Tailored to Individual)

1 or 2 days      1 delegate

This is a programme of topics tailored to the needs of an individual who may be experiencing difficulties at work. The course content is taken from the same areas that the DSP covers, but can either include expanded sessions on particular areas of interest to the driver, or new areas where appropriate. Whereas many drivers prefer to work in the small groups of the DSP, some drivers may prefer the privacy and specific tailoring to their individual needs that this one to one development brings. It is also a useful option for companies that do not have the capacity to release more than one driver at a time.

## Driver Instructors

### ● Enhancing Communication Skills and Conflict Management

2 days      4 – 10 delegates

This course has a strong emphasis on communication skills in relation to instructing and training. It focuses on how to get a clear message across, basic coaching skills, and dealing with conflict situations. Instructors are encouraged to assess their own strengths and abilities and then develop those areas they feel may need some improvement.

### ● Human Factors Course

1 day      4 – 10 delegates

The course focuses on awareness of when and what causes concentration to dip, learning new techniques to improve concentration and focus, managing assumptions and distractions and the crucial role of sleep, diet and exercise on concentration and performance.

### ● Stress Management

1 day      4 – 10 delegates

Instructors are trained in recognising the effects of harmful pressure, both in themselves and the drivers they instruct, before further learning around understanding the stress response and its impact on performance. The instructors will then develop tools and techniques for managing harmful pressure and increase their awareness of the issues around dealing with traumatic events if they should surface at work either personally or with the drivers they are instructing.

### ● Training and Coaching Skills

2 days      4 – 10 delegates

This course looks at the psychological aspects of training and coaching. It looks at the communication skills and techniques required for effective training, motivation, specific coaching skills and models, and a session on dealing with difficult people.



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[www.arcadiaalive.com](http://www.arcadiaalive.com)

Parkfield House, Park Street, Stafford ST17 4AL  
Tel: 0845 2600 126  
Email: [talk@arcadiaalive.com](mailto:talk@arcadiaalive.com)