



# Driver Support Programme

## Aims

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.

## Background

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.

## Key Knowledge Acquired

- Sharpening drivers' understanding and knowledge of the factors that impact upon good driving performance
- Gaining a unique insight into the strategies other colleagues use to manage their work and home lives, in a confidential forum
- Sharpening their knowledge and understanding of the factors that impact on concentration and memory
- Learning to understand what triggers and increases harmful pressure in themselves and others
- Learning danger signs to look out for if a trauma is experienced, and how to seek help and cope better
- Learning about the processes underpinning effective communication with others and the company

## Key Skills Learnt

- Key personal performance management skills to help them plan their work and home life
- New skills to improve concentration levels at critical times
- New skills to improve memory and recall of track and route details
- A range of skills to manage harmful pressure at work and home
- A range of skills to handle trauma if it occurs
- Advanced communication and assertiveness skills to improve communication and rapport between themselves, their management and the wider company

## Duration: 3.5 Days

(we recommend a minimum of 7 days between the first 2 days and the last 2 days of the course, to encourage skills practice and allow for feedback).

## Programme Outline

### DAY 1:

- Introduction to human factors
- Understanding how we learn and develop patterns of behaviour
- Managing concentration and memory
- Understanding what are critical concentration times for me
- The span of concentration
- Sources of distraction
- The psychology of making assumptions
- Factors that impact on concentration
- Strategies to boost concentration and alertness
- The link between memory and concentration
- Strategies to boost memory
- Maintaining concentration at critical moments

### DAY 2:

- Managing my activities to maintain a balanced lifestyle
  - Sleep
  - Exercise
  - Diet
- How to make sustainable lifestyle changes
- Managing pressure and stress
- What is performance and what factors influence my performance



# Driver Support Programme

CONSULTANCY

TRAINING

DEVELOPMENT

## DAY 2 continued:

- The impact of change on the person and operating environment
- Understanding the symptoms of pressure, stress or trauma
- Understanding the role of internal and external triggers for stress
- Strategies to handle pressure, stress and trauma
- Handling interruptions and thoughts that impinge
- Acquiring the correct support to maintain a safe driving career

## DAY 3:

- The link between communication and concentration
- The culture of communication within the rail industry
- Understanding our communication style
- How to be more assertive and less stressed
- Shaping our responses to achieve more positive outcomes
- Conflict management
- How to handle conflict situations positively

## DAY 4:

### Half-day session with the drivers and their line manager

Arcadia Alive believes that it is important to include a session held with the drivers, their managers and the facilitator.

The purpose of this is to update the manager with the actions they can support/participate in, to further 'integrate' the drivers into their workplace, and to generally enhance communication.

## Views on the Programme

### What the drivers have said:

*Gained insight into communication skills and ways of communicating better*

*Felt enriched and stimulated by the experience*

*Leaving with a better insight into myself, how I do things, and how this affects those around me*

*Found the programme really interesting, informative and enjoyable*

*I feel very upbeat after the days*

*Enjoyed the chance to clarify some of my own thoughts*

*Particular aspects enjoyed were memory skills, managing pressure, concentration and looking at how we communicate – at a personal level and in operational situations*

*I feel I have benefited from the stuff on managing stress, and will be more aware of how I react to situations out of my control and recognise what I can be in control of and responsible for*

*I recognise I can do some things myself and take personal control even when the 'shit hits the fan', and not just think of the negative, but focus on what I can do*

*I see this as giving me a chance to be better prepared for life in general and dealing with stress at work*



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