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CONSULTANCY TRAINING DEVELOPMENT

Human Factors for Trainee Drivers

Aims

The aim of the course is to provide drivers new to the role with an understanding of how Human Factors can impact upon their performance and introduce a number of tools and techniques that they can apply themselves to manage their own Human Factors.

Background

The course is a two-day course designed to fit into and complement the new driver training programme. It fills a gap for drivers who are technically well trained in the rules, procedures and mechanics of the role but unaware of the personal management challenges the role creates. It is often these personal management issues that lead to incidents and accidents. The course seeks to be proactive in bringing these factors to the attention of the drivers and providing means for them to better manage them from the outset of their careers as drivers.

Key Knowledge Acquired

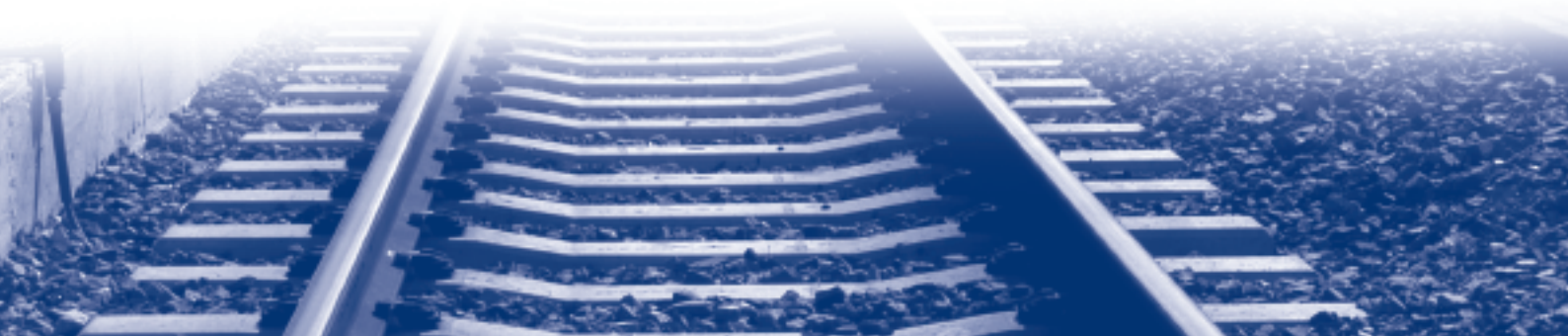
- Sharpening drivers' understanding and knowledge of the factors that impact upon good driving performance
- Gaining a unique insight into the strategies other colleagues use to manage their work and home lives, in a confidential forum
- Sharpening their knowledge and understanding of the factors that 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: 2 Days

(The days are split and we would agree with you the best points to slot them into your trainee driver progamme)



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Programme Outline

DAY 1:

- Introduction to Human Factors
- Understanding how we learn and develop patterns of behaviour
- Managing concentration and memory
- Managing my activities to maintain a balanced lifestyle
  - Sleep
  - Exercise
  - Diet
- Making changes in my lifestyle
- The impact of change on the person and operating environment
- 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:

- Review of strategies learnt and applied from day 1 of the programme
- What is performance and what factors influence my performance
- 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
- 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
- How to handle conflict situations positively

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