



# Driver Management

## DTMs, CTMs and Depot Managers

### ● Coaching Skills

1 day      6 – 10 delegates

A course for DTMs which helps them develop their people management skills in relation to getting the best out of their staff. It includes models of coaching and how to improve motivation and performance through practical business coaching techniques.

### ● Enhancing Communication When Managing People

2 days      6 – 10 delegates

The course includes enhanced communication skills, models of communication, dealing with conflict and managing difficult situations. It also covers the coaching theory and practice covered in the 1-day coaching skills course.

### ● Stress Management

1 day      6 – 10 delegates

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

### ● Human Factors Course

1 day      6 – 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 influence of sleep, diet and exercise on concentration and performance.

### ● Dealing with Trauma

Growth and Resolution after Fatality and Trauma (GRAFT)

Workshops      3 x 0.5 days      4-8 delegates

Individually Tailored

Counselling for Managers 6 – 8 sessions      1 person

## General Management

### ● Developing Leadership Skills

2 days      6 – 10 delegates

Based on the maxim 'you manage things and lead people'. The course initially focuses on the individual and their leadership identity/image before moving on to outline a framework to assist managers in providing leadership for their people.

### ● Emotional Intelligence

1 day      6 – 10 delegates

This is a course designed specifically for managers. It provides basic information about how emotions impact the workplace and explores how the manager's emotions impact his or her work team. The participants will learn: that emotions are an integral part of the workplace and are affected by the manager; the connection between emotions, productivity and quality; how and why the manager should find reasons to express gratitude in the workplace; to identify his or her emotions and the impact these have on his or her team; to develop guidelines for expressing emotions that contribute to the overall productivity and quality of the team.

### ● Performance Management

1 day      6 – 10 delegates

Performance management is a huge area. This course sets out a framework and provides participants with a number of practical tools and techniques to use every day in the performance management of their area, their teams and their individual members of staff.



# Driver Management

CONSULTANCY

TRAINING

DEVELOPMENT

## ● Stress Management

1 day 6 – 10 delegates

A course for managers to give them the knowledge and skills to manage pressure and time more effectively – in both themselves and the staff they manage. The course helps them understand the psychological mechanisms involved in the human stress response and begins with highlighting the effects of harmful pressure to gain a better awareness of when harmful pressure may be having an impact on themselves or others. There is further learning around understanding the stress response and its impact on performance. The delegates will then develop tools and techniques for managing harmful pressure when it arises in the future.

## ● Managing to Motivate

1 day 6 – 10 delegates

Provides managers with the tools and techniques to enhance motivational skills with the staff. The course begins by looking at the latest psychological theory around motivation before looking at practical steps that managers can take in the workplace.

## ● Time Management

1 day 6 – 10 delegates

Time can be thought of as an emotion; when you are doing what you love it flies by, but when you are doing something you hate it drags forever. It is the one resource we all have an equal share of 60 minutes in every hour. This course examines our mindsets around time and how we can create better ones. The course then provides a number of tools and techniques to make the most of every day, every week, every year.

## ● Creative Problem Solving Techniques

1 day 6 – 10 delegates

This course provides practical techniques for better problem solving. It is a hands-on course where delegates get to try out a variety of creative problem solving techniques and learn a more flexible approach to tackling difficult situations or challenges.

## ● Change Management

2 days 6 – 10 delegates

The course looks at organisational and individual change. What makes for successful and unsuccessful change; the role of management and leadership in change whether it is processes, systems, structures or people that are required to change; the resourcing of change; communication in a time of change; and making a change stick.

## ● Performance Coaching Skills

2 days 6 – 10 delegates

The Coaching Skills course provides delegates with a practical understanding of the issues and techniques involved in coaching individuals in the workplace. It is a two-day course which has a strong emphasis on practicing coaching techniques, underpinned by exercise-based theoretical learning. Day 1 develops the delegates' basic coaching techniques with a focus on interpersonal skills.

It begins by developing an awareness of the coach's role and what skills, behaviours and qualities are needed to be an effective coach as well as an understanding of when and how to coach. The majority of the day then focuses on the development of key coaching skills including a number of interpersonal skills such as building rapport, questioning and listening, facilitating learning, giving feedback, agreeing outcomes and goal setting. Day 2 focuses on providing the knowledge and techniques to enable individuals to remove their inner barriers to performance.

## ● Executive Coaching

6 x 1.5 hours 1 person

Individually tailored coaching programme to work on specific areas agreed between the coach and coachee. After the initial meeting the future sessions are spread out between 2 to 3 weeks apart to allow skills practice and personal development.



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