

Your Company Logo Here

PRO-DRIVER SERIES

Leader's Guide

The Pro-Driver Training Series is the responsibility of the Safety and Security department. Please contact the corporate office if any part of this training program requires revision.

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HOW TO USE THIS LEADER'S GUIDE

This *Leader's Guide* is your blueprint for facilitating the Pro-Driver Training Series. It is organized in several sections for easy use and reference:

- *How To Use This Leader's Guide* – Explains the organization and format of this *Leader's Guide*.
- *Course Overview* – Outlines purpose and goals of the course, the content of each module, and learning objectives for each module.
- *Planning and Organizing the Course* – Provides tips and guidelines for preparing to teach the course.
- *Module Lesson Plans* – Includes a summary lesson plan that outlines the module's structure and content, as well as a detailed, step-by-step lesson plan for each module.

LESSON PLAN SUMMARY

Each module begins with a one-page lesson plan summary that you can use to prepare for facilitating the class session. The lesson plan summary includes a class agenda that lists the timing and instructional method for each major activity. A list of the materials needed for the session is also included.

DETAILED LESSON PLANS

The detailed lesson plan for each module is a step-by-step guide to facilitating the classroom sessions. Each detailed lesson plan appears in a two-column format that is easy to read and use:

WHAT TO DO	WHAT TO SAY
<p>This column lists teaching instructions, visual aids to use, and when to use them. For quick reference, a graphic icon indicates the major activity (see "Icons" section on the next page).</p>	<p>This column contains the content you will present to the class, including discussion questions and responses.</p> <p><i>Please do not read material in this column to the students!</i> Instead, become familiar enough with the course content to present what is written in your own words.</p> <p>Discussion questions are printed in bold type, and response guidelines appear in <i>italics</i>.</p>

Icons

These icons appear in the “What To Do” column for every major activity:

Lead a Discussion or Group Exercise



Break



Present a Mini-Lecture



Teaching Tip



Show a Slide



Homework



Show Video



COURSE OVERVIEW

The Pro-Driver Training Series was designed for drivers in all Company services. This 8-1/2-hour course addresses the issues that drivers face every day. It will help our employees achieve three major goals:

- Develop a high degree of safety awareness;
- Build the knowledge and skills required for safe driving; and
- Demonstrate professionalism and concern for the safety of our customers, our employees and the public.

The course is divided into nine modules, outlined in the table below. Each module is presented in a single classroom session lasting about 1 hour.

MODULE	TITLE	CONTENT
1	The Professional Driver	Introduces the professional attitudes and skills that Company expects drivers to develop and use on the job.
2	Trip Inspections	Demonstrates the process for performing pre- and post-trip inspections, emphasizing the practical importance of these inspections.
3	Space Management	Outlines the key elements of managing space while driving, including scanning techniques and safe following distances.
4	Passing and Changing Lanes	Describes procedures for safe passes and lane changes on multi-lane and two-lane highways.
5	Backing Procedures	Outlines the hazards of backing a truck and describes practical methods to avoid backing collisions.
6	Intersections	Focuses on intersection hazards and driving techniques to prevent crashes at intersections.
7	Whistleblower Protection	Provides awareness of the federal whistleblower laws that protect employees who report violations of health and safety regulations by their employer.
8	Wellness and Health	Outlines practical guidelines to help commercial drivers improve their personal wellness and maintain fitness for duty.
9	CSA	Makes drivers aware of the FMCSA Compliance, Safety, Accountability (CSA) program, and how it affects their work.

LEARNING OBJECTIVES

Each module has specific learning objectives, or outcomes, that drivers should achieve after participating in the course.

Module 1 – The Professional Driver

1. Describe the driver's responsibility for delivering reliability through concern, customer care, and dedication to service excellence.
2. Discuss preparations to make for each trip, including vehicle preparation, personal preparation, and personal appearance requirements.
3. Discuss safe procedures for product loading and unloading.
4. Explain how to secure product for safe transportation.
5. Discuss key techniques for safe vehicle operation.

Module 2 – Trip Inspections

1. Discuss the purpose and importance of pre- and post-trip inspections.
2. Perform the five steps of a pre-trip inspection.
3. Complete a post-trip inspection and report.
4. Discuss personal safety precautions to take while performing trip inspections.

Module 3 – Space Management

1. Discuss the importance of proper space management when driving a truck.
2. Describe proper visual scanning techniques.
3. Explain how to make adjustments when unable to see 12-15 seconds ahead.
4. Calculate the proper following distance when traveling at 40 mph or less, and when traveling faster than 40 mph.
5. Discuss techniques for managing space on the side of the vehicle.
6. Explain methods for managing space behind the vehicle.
7. Give examples of practicing patience to maintain proper space while driving.
8. Describe procedures for managing space when it's necessary to pull off the highway.
9. Describe specific precautions to avoid roll-over and rear-end collisions.

Module 4 – Passing and Changing Lanes

1. Describe the hazards of passing and changing lanes.
2. Practice the three-phase process for safe passing.
3. Discuss the special hazards of highway on-ramps and exit ramps.
4. Explain passing rules for two-lane highways.
5. Calculate the overtake distance needed to pass another vehicle.
6. Describe specific precautions for avoiding head-on, side swipe, roll-over, and rear-end collisions.

Module 5 – Backing Procedures

1. Explain why backing collisions pose a serious safety problem.
2. Describe ways to avoid backing up.
3. Be able to back up safely when necessary.
4. Discuss the proper use of a guide when backing.

Module 6 – Intersections

1. Describe major hazards that may be present at intersections.
2. State basic guidelines for safely approaching and negotiating intersections.
3. Describe scanning techniques used to identify hazards at intersections.
4. Make safe and accurate right and left turns at intersections.
5. Describe special hazards of highway and railroad intersections, and precautions to avoid run-under and roll-over collisions.

Module 7 – Whistleblower Protection

1. Explain the protection provided by the federal whistleblower laws.
2. Give examples of employee actions that would be protected under those laws.
3. Describe the process for making a complaint to the US Department of Labor.

Module 8 – Wellness and Health

1. Discuss the ways that fatigue can affect safe driving performance.
2. Describe strategies for managing fatigue.
3. Explain how healthy eating contributes to overall wellness.
4. Recognize opportunities to make healthy eating choices.
5. Explain the benefits of physical activity.
6. Describe ways to become more active.

Module 9 – CSA

1. Describe the purpose of the CSA program.
2. Explain how CSA measures carrier compliance with safety regulations.
3. Discuss your role as a driver within the CSA program.

Module 10 – Security

1. Explain why security is an important issue for the transportation industry.
2. Use operating principles to reduce their vehicle's vulnerability to the lowest practical level.
3. Perform effective security inspections as part of the normal pre-trip inspection.
4. Recognize suspicious behavior, suspicious activity, and suspicious objects.
5. Respond appropriately to suspicious situations, including proper reporting.
6. Recognize the signs of an improvised explosive device.
7. Recognize the signs of a chemical, biological, or radiological incident.
8. React appropriately in dangerous situations, such as hijackings, while still operating the vehicle safely.
9. Minimize exposure and injuries if a dangerous incident occurs.
10. Take proper precautions to ensure personal safety and security, as well as vehicle security, when traveling.
11. Perform their everyday work with greater security awareness.

PLANNING AND ORGANIZING THE COURSE

This section contains useful guidelines and tips to help you plan and facilitate the Pro-Driver Training Series courses.

PREPARING TO FACILITATE

Thorough preparation is the key to a successful course that helps drivers achieve the learning objectives. Use the checklist below as a handy reminder when preparing to facilitate the course:

- **Review this *Leader's Guide*** and the accompanying PowerPoint presentations to become very familiar with the content, structure, and timing of learning activities in each module.
- **View the Pro-Driver Training Series videos.** They are the major content resource for the course.
- **Know your audience** so you can adjust the course for their needs, job responsibilities, and level of experience.
- **Study the detailed lesson plan** for each module *before* you facilitate the class. Make note of any areas where you want to customize the content for the current group of participants.
- **Gather relevant information** you can use to supplement the lesson plans, such as anecdotes, case studies, war stories, industry trends, and issues of local concern.
- **Make sure you have enough *Driver Workbooks*** for everyone who will attend the course. It's also recommended that you briefly review the *Workbook* before each class to remind yourself of its content and organization.
- **Arrange for visual aids and audiovisual equipment.** You will need these items for each class:
 - White board (or chalk board)
 - PowerPoint presentations (supplied with course material)
 - Computer and project
 - Video player and monitor
 - Blank flip chart with markers (optional)
- **Check out the training room the day before each class.** Make sure there are enough chairs for everyone. If possible, arrange U-shaped seating around a table, which encourages discussion. Familiarize yourself with lighting and temperature controls.

- **Check all equipment** to make sure it's working properly. Familiarize yourself with the operation of the video player, computer, and projector. Position the video monitor and projection screen so everyone in the room can see clearly.
- **Prepare your materials.**
 - Organize the PowerPoint presentations supplied with the course material.
 - Make copies of any handouts you will use.
 - Cue videos.
- **Preview all materials** and rehearse using the videos, PowerPoint presentations, and handouts.
- **Come to class well-rested and in good physical condition.** Facilitating takes lots of energy!

Your Role as a Facilitator

As a facilitator, your role is to set the stage for learning and create an interactive environment. How do you create a positive learning environment? Here are some helpful tips:

- Demonstrate a sincere desire to help drivers achieve their potential.
- Role-model the attitudes and behaviors you want drivers to adopt.
- Encourage questions and open discussion.
- Draw on the group's experience to solve problems and answer questions.
- Offer to find information resources for any questions you cannot answer yourself.
- Keep course activities practical.
- Write key points on flip charts, and post flip charts on the wall.
- Share case studies, personal experiences, and best practices to stimulate discussion and illustrate key points.
- Maintain eye contact with participants during workshop discussions.
- Use humor appropriately.
- Demonstrate, and involve students in practicing, the stretches and exercise techniques presented in Module 8.
- Be alert for nonverbal signals that participants are confused, bored, fatigued, etc. Adjust your presentation accordingly.
- Convey your interest and enthusiasm — they're contagious!

Learning is something the *learner* does, and not something the facilitator does.

HOW TO ENCOURAGE PARTICIPATION

One of your most important responsibilities as a facilitator is to *involve the participants*. Do not allow anyone to be a passive listener. Instead, use the practical techniques that follow to generate interactive discussion throughout the course — even during mini-lectures.

- Monitor your own talking. Make it your goal to talk less than 40 percent of the time.
- Ask open-ended questions — those that call for a response beyond yes or no. “What if” questions are great for stimulating discussion.
- Use silence effectively. Pause for a count of 10 after asking a question to let the group know you’re waiting for a response.
- Call on drivers by name or poll the group after asking a question.
- Positively acknowledge all responses (e.g., “Right!” “That’s a good point,” “Thanks for bringing that up,” “Good question,” etc.).
- Avoid criticizing anyone’s contribution to the discussion.
- Give nonverbal encouragement for participation, by smiling, making eye contact, listening attentively, nodding your head, giving a thumbs-up sign, etc.
- Encourage drivers to share examples from their own experience.
- Refer individual questions or comments to the rest of the group for discussion (e.g., “That’s an interesting question. What do the rest of you think?”)

TRAINING DOCUMENTATION

Make sure every participant completes and signs the class Attendance Roster and an Acknowledgement of Training form. (These forms are included in the Appendix of this *Leader’s Guide*.)

MODULE 3: SPACE MANAGEMENT

LESSON PLAN SUMMARY

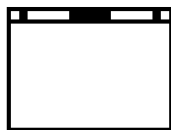
TIME	METHOD	ACTIVITY
5 min.	Discussion	Review previous homework assignment.
5 min.	Mini-Lecture	Give overview of Module 3.
20 min.	Video/Discussion	View and discuss “Space Management”
15 min.	Group Exercise	Applying the Principles of Space Management
5 min.	Discussion	Wrap up Module 3; assign homework.
10 min.		<i>Break</i>
Total Time: 60 min.		

MATERIALS NEEDED

- *Leader’s Guide*
- *Driver Workbooks*
- Pro-Driver PowerPoint Slides
- “Space Management” video

WHAT TO DO	WHAT TO SAY
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- Review Module 3 objectives.



Show Slide 4.



Ask a volunteer to read the objectives on page 21 the Driver Workbook.

VIDEO & DISCUSSION



20 min.


- Introduce video: “Space Management.”



Let’s review the objectives for Module 3:

- Discuss the importance of proper space management when driving a truck.
- Describe proper visual scanning techniques.
- Explain how to make adjustments when unable to see 12-15 seconds ahead.
- Calculate the proper following distances when traveling at 40 mph or less and when traveling faster than 40 mph.
- Discuss techniques for managing space on the sides of the vehicle.
- Explain methods for managing space behind the vehicle.
- Give examples of practicing patience to maintain proper space while driving.
- Describe procedures for managing space when it’s necessary to pull off the highway.
- Describe specific precautions to avoid roll-over and rear-end collisions.


Now we’ll watch a video program that demonstrates basic techniques of space management. You’ll discover some very practical strategies that you can apply the next time you’re behind the wheel.

Please turn to page 22 of your *Workbook* for a list of the video segments. We’ll pause after each segment to discuss the key points covered in the video. There’s extra space for notes if you’d like to jot down your thoughts.

WHAT TO DO	WHAT TO SAY
<ul style="list-style-type: none"> PLAY SEGMENT 1 OF VIDEO. Pause tape at end of segment and ask discussion questions. (Questions appear on page 23 of <i>Workbook</i>.)  <p>Keep discussions brief and focused to stay within the allotted discussion time.</p>	<ol style="list-style-type: none"> Can you think of times when you felt crowded while driving? How did you react? <i>Responses may vary. The key point is to acknowledge the irritation and frustration drivers may feel in these situations, and the natural urge to react without thinking.</i> What is the purpose of managing the space around your truck? <i>Spot possible hazards early, allowing time to make a good decision and react safely.</i> What is the proper technique for visual scanning while driving? <i>Look straight ahead, then at left mirror, straight ahead, right mirror, and straight ahead again. Scan gauges periodically.</i> What are the benefits of continual scanning? <i>Scanning increases peripheral vision, thus maximizing your ability to see. It helps you stay constantly aware of conditions around the vehicle and prevents dangerous highway hypnosis.</i>

WHAT TO DO	WHAT TO SAY
<ul style="list-style-type: none"> PLAY SEGMENT 2 OF VIDEO. Pause tape at end of segment and ask discussion questions. (Questions appear on page 24 of <i>Workbook</i>.) <div data-bbox="375 535 540 659" style="text-align: center;">  </div> <p>Show calculations on Slides 5, 6, and 7 while discussing Question 1.</p> <div data-bbox="212 1031 324 1121" style="display: inline-block; vertical-align: middle;">  </div> <p>Review the in-cab technologies and safety devices installed on trucks at this branch. Describe how these devices function to help to prevent crashes.</p>	<ol style="list-style-type: none"> <p>How many seconds of following distance should you allow when...</p> <p>...traveling 40 mph on a wet road? <i>At least 6 seconds</i></p> <p>...traveling 55 mph at night? <i>At least 7 seconds</i></p> <p>...traveling 65 mph? <i>At least 6 seconds</i></p> <p>What are the six conditions that dictate the size of your space cushion?</p> <p><i>Traffic, weather, driver condition (your own and that of other drivers), vehicle condition, road conditions, and light.</i></p> <p>Can you give some examples of conditions that require you to adjust your space cushion?</p> <p><i>Responses will vary. Examples include congested or rush hour traffic, bad weather, driver fatigue, mechanical problems with vehicle, poorly maintained road surface, and darkness.</i></p> <p>Why is it important to stay constantly aware of space available on the sides of your truck?</p> <p><i>So you can move around a potential hazard if necessary or make an emergency maneuver.</i></p> <p>How should you respond to a tailgating driver?</p> <p><i>Slow down and allow the vehicle to pass.</i></p>

WHAT TO DO	WHAT TO SAY
<ul style="list-style-type: none"> PLAY SEGMENT 3 OF VIDEO. Pause tape at end of segment and ask discussion questions. (Questions appear on page 25 of <i>Workbook</i>.) 	<ol style="list-style-type: none"> 1. What’s the advantage of driving a few miles <u>below</u> the speed limit? <i>Maintains your space cushion as other vehicles move in front of and away from you.</i> 2. Can you give some examples of what it means to “practice patience” while driving? <i>Responses may vary. Examples include not following the vehicle in front too closely when driving in congested traffic, leaving about 15 feet between the truck and the vehicle in front of you when stopping, and making slow, precise turns.</i> 3. What three actions should you take if a mechanical breakdown or accident occurs? <i>(1) Pull well off the roadway, at least 18 inches from the paved surface if possible, and 5 feet from the travel portion of the road if transporting hazardous material. (2) Turn on emergency flashers. (3) Set out reflective triangles behind the truck.</i> 4. Why is it important to wait for assistance if you get stuck? <i>Trying to move may make the situation worse, increasing the risk of injury, equipment damage, or an environmental incident.</i>

WHAT TO DO	WHAT TO SAY
<p style="text-align: center;">GROUP EXERCISE</p> <div data-bbox="391 359 532 499" style="text-align: center;">  </div> <p style="text-align: center;">15 min.</p> <ul style="list-style-type: none"> • Have participants turn to page 26 of the <i>Driver Workbook</i>. • Introduce the group exercise. • Divide participants into three small groups. Assign Scenario #1 to Group 1, Scenario #2, to Group 2, and Scenario #3 to Group 3. Start the exercise. • Reconvene large group after about 7 minutes. • Ask the spokesperson from each small group to present the group's recommendations. • As a class, briefly discuss each recommendation (suggested review questions at right). 	<p>Now let's do an exercise to apply the space management principles to real-world driving situations. Please turn to page 26 of your <i>Workbook</i>. You'll see three highway scenarios that require space management strategies.</p> <p>We'll discuss these scenarios in small groups. Each group will review its assigned scenario and recommend a space management strategy to avoid the potential hazards of the situation. In a few minutes, we'll all get back together to review your recommendations. Before starting your small-group discussions, please appoint a spokesperson to present your recommendations to the rest of the class.</p> <ul style="list-style-type: none"> • What are the potential hazards of this situation? • How does the recommended space management strategy help avoid the hazards? • Can you think of other space management techniques you could apply in this situation?

WHAT TO DO	WHAT TO SAY
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WRAP-UP & HOMEWORK



(5 min.)

- Summarize Module 3 by asking a few wrap-up questions.

- Give homework assignment.



If teaching the course in continuous sections, defer all homework assignments until after the course. In this case, drivers should complete the homework during their practice driving or on-the-job training period.

BREAK



- Conclude the training session or take a 10-minute break (if continuing with the next module).

1. Do you have any questions or concerns about the space management principles we've discussed today?
2. How will you apply what you've learned to your daily work?
3. What are some ways you can improve your current methods of managing space?

Over the next week, please observe the space problems you encounter while driving, and your reaction to these situations. Use the Space Management Log on page 27 of your *Workbook* to record what happened and how you responded. We'll discuss what you learned at our next class meeting. Any questions?

(Optional if concluding today) That's it for today. Thank you for your attention and participation. Our next session will meet on _____. Please remember to bring your *Driver Workbook*.



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Pro-Driver Training Series

ACKNOWLEDGEMENT OF TRAINING

Please complete this page and return it to your manager.

This is to acknowledge that I have completed the company's Pro-Driver Training.

Name: _____

Employee #: _____

Address: _____

City: _____

Province/State: _____ PC/Zip Code: _____

Driver Signature: _____

Date: _____

Trainer Signature: _____



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