

Training the TRAINER

School Transportation Training Program

COURSE OVERVIEW

Retraining for the veteran employee is a critical part of the safety equation for any transportation operation.

Operations that make retraining the standard procedure generally have a better overall safety record than those who do not take accidents or incidents seriously. Telling an employee, "It's alright, we know you didn't mean to do it," is an ineffective management style that encourages employees to think an accident or incident is no big deal. Even though most collisions are unintentional (employees do not usually damage vehicles on purpose), each one, no matter how minor, must be taken seriously.

COURSE OBJECTIVES

Level V – Identifies 3 specific training needs for the Veteran Employee:

1. Post-collision and Post-incident training following an event.
 - a. The psychology of retraining – helping the employee versus disciplining
 - b. Determining the methods and time required for effective retraining
 - c. Follow up necessary to determine retraining was effective
 - d. Using lessons learned to enhance current training programs for new employees
2. In-service and on-going training for all employees.
 - a. How to obtain buy-in from the veteran employee
 - b. How to make the training worth the effort
3. Behavior management for drivers, attendants and students.
 - a. Refocus the driver or attendant to what works and who is responsible
 - b. Specific training topics and goals to make a difference company/district-wide

Trainers will receive a certificate from PTSI for each course level completed.



LEVEL V:
Training the
Veteran Employee
In-service &
Post-event
Training

PARTICIPANT COMMENTS:

"It taught me exactly what I needed to know. It gave me the material to handle the veteran driver and students better."

"I thought the entire program was A++!"

"Wow, this class/course was packed with information!"

"The networking is the best part of this training – hearing everyone's issues and ways they handle problems..."

"The information was great! I plan on using it in retraining Vets and instructing drivers about using new Student Management skills on today's kids."

LEVEL V: Training the Veteran Employee In-service & Post-event Training

Tuition: **\$125** per person

Pre-requisite: Levels I, II, III & IV



Moving School Transportation
from Safe to Safer