



DriverMetrics® Online Course

The online coaching course gives driver trainers and risk management professionals an in-depth understanding of the DriverMetrics Profiling® assessment reports, and how to use coaching techniques to address the behavioural issues in driver risk.

It consists of 8 key sections:

1

Introduction to driver behaviour

This section explains what is meant by "driver behaviour" and "human factors in driving", explains how these things affect driver risk, and introduces the phases of learning to drive. At the end of this section, participants are able to complete DriverMetrics® Profiling if they haven't already done so.

2

Interpreting the DriverMetrics® Profiling report

The structure of the report is explained in this section, with details of each factor and the types of risks associated with corresponding high risk scores.

3

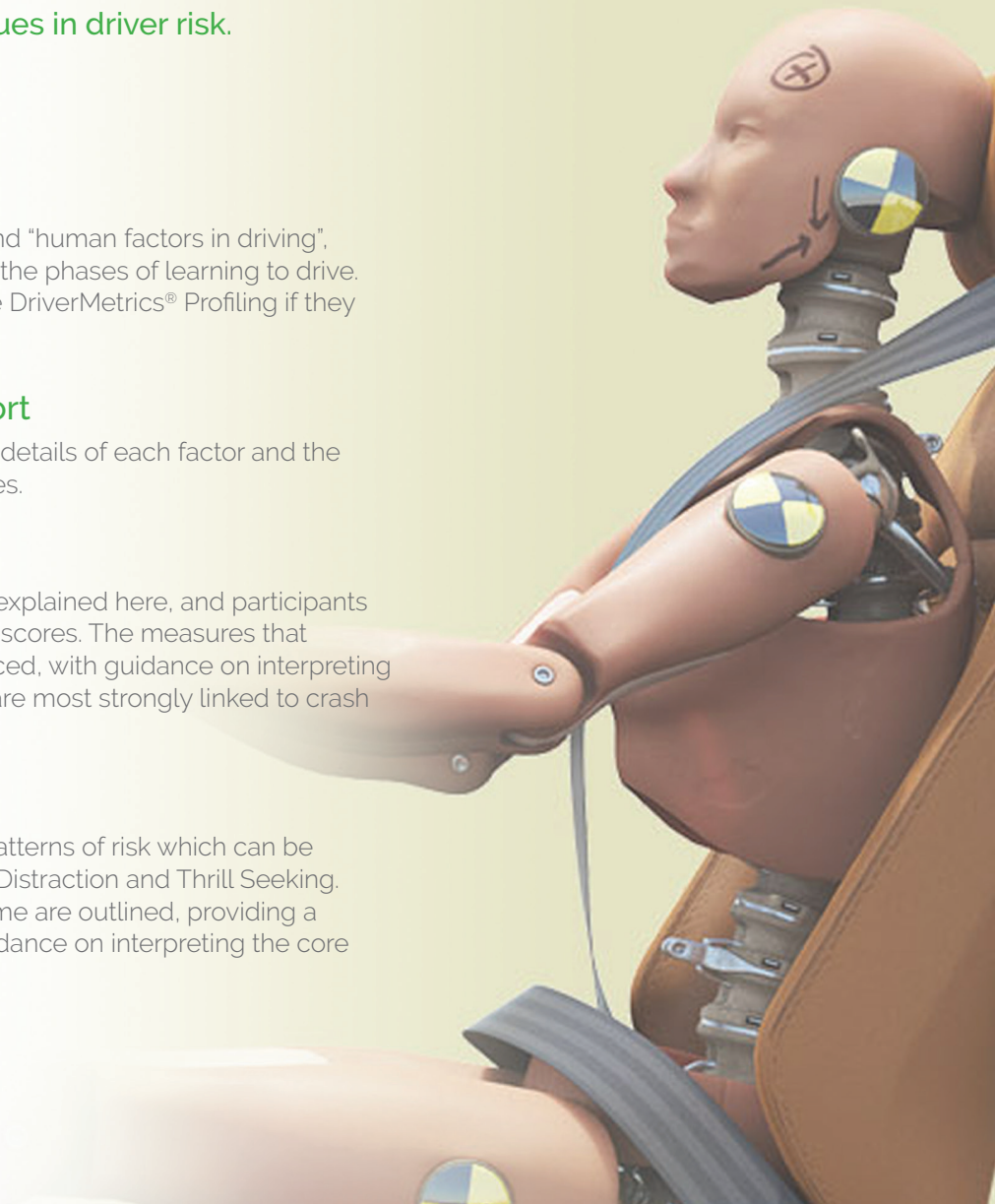
Preparing for the coaching conversation

The graphs produced in each driver's individual report are explained here, and participants are informed how to interpret low, medium and high factor scores. The measures that determine the accuracy of a driver's responses are introduced, with guidance on interpreting the core factors in that context. The "critical factors" which are most strongly linked to crash risk in the research evidence are also highlighted.

4

Identifying the different syndromes

This section explains how drivers' profiles tend to display patterns of risk which can be characterised into four "syndromes" – Aggression, Anxiety, Distraction and Thrill Seeking. The key behaviours and risks associated with each syndrome are outlined, providing a useful short-cut in planning the coaching process, with guidance on interpreting the core factors in that context.





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How accurate is DriverMetrics® Profiling?

Naturally, the most common concern that people have surrounding behavioural assessments relates to their accuracy. This section explains factors that can affect the accuracy of the DriverMetrics® Profiling, and the steps that can be taken to maximise accurate responding and identify and overcome genuine inaccuracies.

6

Influencing driver behaviour

In order to effectively encourage drivers to change their behaviour, it is important to understand why they currently drive the way they do and what thought processes and feelings underpin their approach. This section outlines how to use questions to understand their current position, and to identify things that they are motivated to avoid which can then be used as reasons to change.

7

Communication skills in driver coaching

This section focuses on how the coach can use communication skills to maximise the effectiveness of the coaching. It explains how effective questioning encourages self-reflection and identification of causes of risky behaviour and potential negative consequences. The section goes on to outline how the process of setting goals with the driver helps to motivate change, and provides guidance on appropriate coaching goals.

8

The coaching conversation

The information provided in the earlier sections is brought together here, with an example of a report interpretation and suggested effective questions for each of the four "driver syndromes". The section also covers ways of dealing with drivers who are resistant to their assessment results or to the coaching process.

Summary

The course culminates in an assessment to confirm that the participant has achieved the course objectives and understands the concepts covered.

This course is most suitable as a refresher for driver trainers who have previously taken part in the live DriverMetrics® Workshop, or for those involved in driver risk management who would benefit from an enhanced understanding of the DriverMetrics® Profiling and behavioural intervention process, but who will not be actively coaching drivers.

developed at



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