

Human Aspects of Emergency Driving

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What's covered on Emergency Driver Training Courses?

- **Basic knowledge and skills**
 - Driving to the 'System'
 - Manoeuvring and risks associated with manoeuvring
 - Vehicle properties
 - Rules and neglect of rules
 - Correct speed adjustment and wrong speeds
 - Safety margins
 - Signalling
 - Difficult driving conditions etc
- **Awareness of Personal Strengths and Weaknesses**
 - Basic driving skills
 - Driving style
 - Hazard perception etc

What's not covered!

Awareness of Personal Tendencies

Impulse control

Personal motives

Lifestyle factors (sleep habits etc)

Planning skills

Vulnerability to stress

Personality

What's not covered!

Knowledge of and control over

Life goals and work values

Behavioural style at work

Social pressure at work

Group norms at work

Supervisory relationships

What's not covered!

Journey related considerations

Effects of social pressure on driving

Nature of the call and effects on driving

Organisational policies and procedures
and effects on driving

What's not covered on instructor training courses?

- All of the preceding human aspects PLUS
- How do you get students to:
 - Be aware of their thinking and feelings
 - Take action to change at risk behaviour

So why do you need to listen to this talk?

- Well known that HF contribute to 95% of all collisions
- At work driving increases risk of collision by 50%
- Risk of collision is high **AFTER** driver training!
 - Focus on passing course
 - Canteen culture
 - Training Vs operational environment
 - Human aspects not adequately dealt with

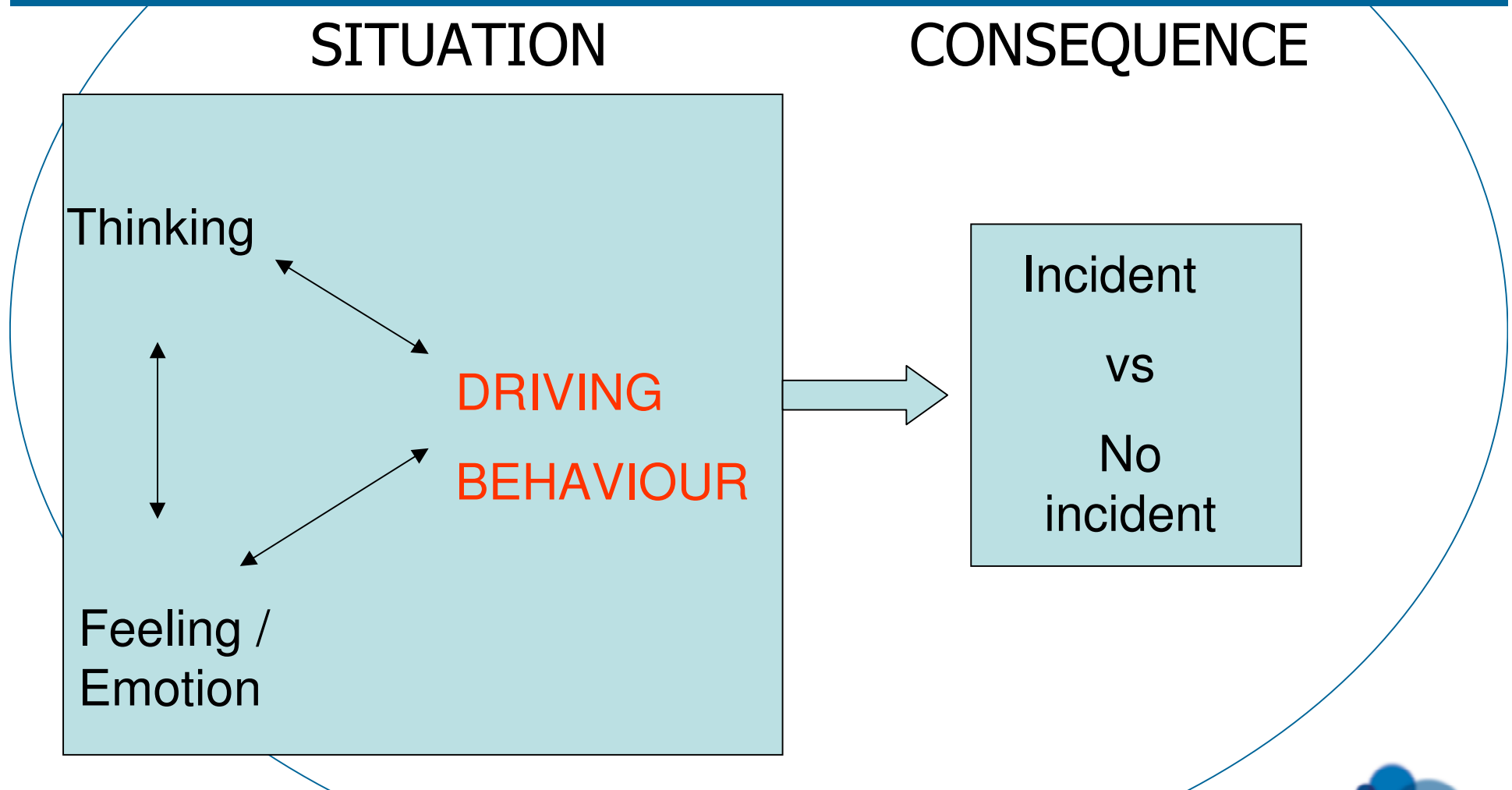
Can human aspects be addressed during training?

- Need to 'profile' behavioural and situational risk (Driver Risk Index)
- Driver trainers need psychological skills (CBT) to address driver beliefs/behaviour

Cognitive-Behavioural Model for Driving

SITUATION

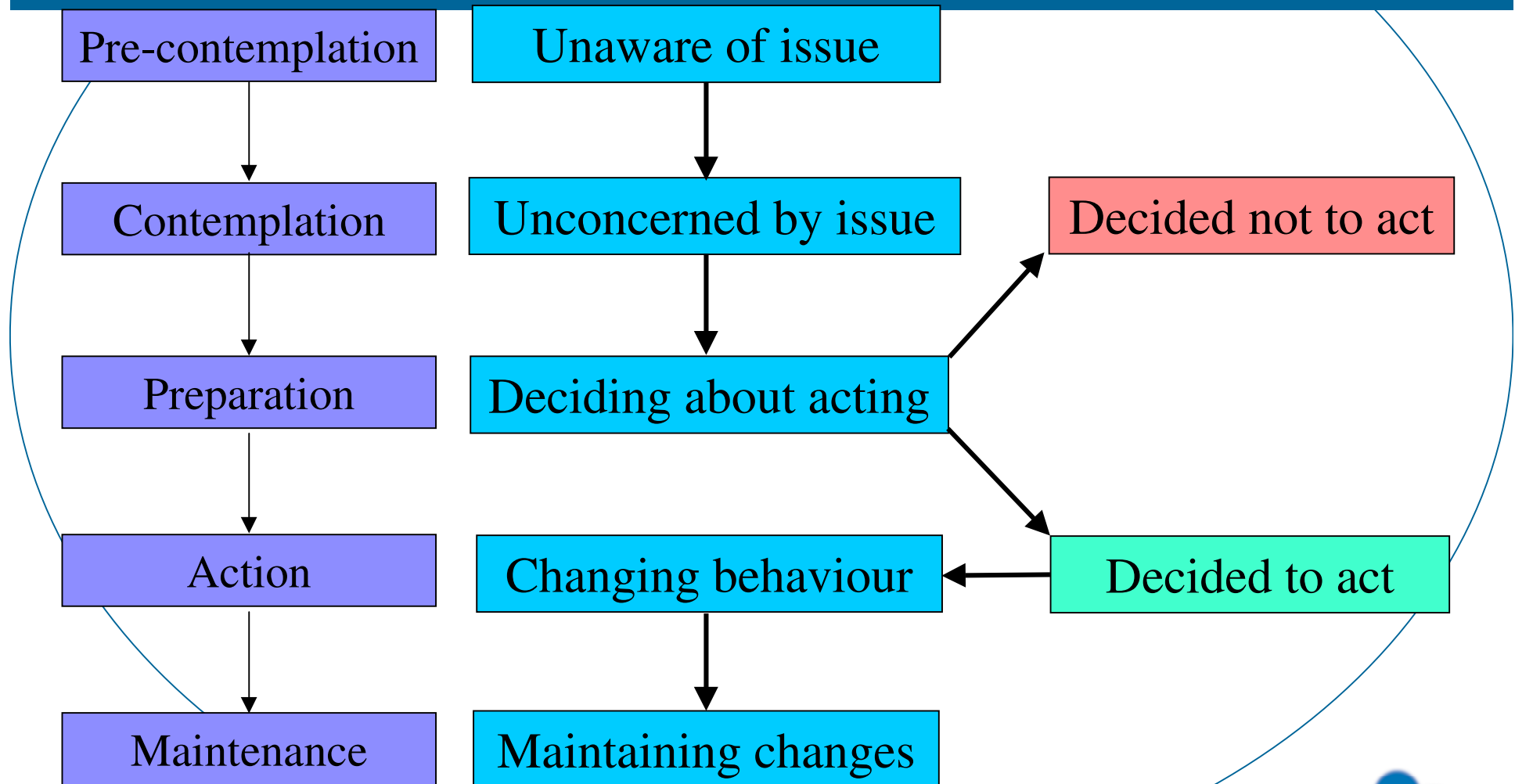
CONSEQUENCE



Examples of personal motives (conscious or unconscious)

- Everyone else drives badly not me!
- I enjoy the thrill of driving
- I like to show others how skilled I am
- I take risks - but I know what I'm doing
- I'm a skilled driver - I'm not going to have a crash!

Stage model of behavioural change



What 'pain' is not being considered?

- Loss of life/injury
- Loss of job (penalty points)
- Reputation at work
- Increased stress of driving at risk
- Crash involvement causes loss of self-esteem

Trainer Skills:- Self Assessment

- Need to critically analyse own behaviour
 - Identify self evaluation triggers
 - Triggers include harsh braking, near miss, being surprised by another driver's actions
 - Emotional or motivational factors

Trainer Skills:- Communication

- **QUALITY** of communication is critical!
 - Need to develop rapport
 - Student appears unable to learn?
 - Suspect training disregarded after the course?

The problem is trainers inability to find the right approach!

Trainer Skills:- Effective Questioning

- Effective questioning changes focus
 - Elicits beliefs and provides motives
 - Encourages student to self reflect
 - Challenges existing beliefs using cost/benefit analysis
 - Paves the way for a new belief

Conclusion

- Blue light training needs greater focus on human aspects
- Trainers need psychological skills
- Driver Risk Index – evidence-based tool for police, fire appliance and ambulance drivers
- Train the Trainers course and pilot
- Key to safe driving is motivated effort!