



National Fleet Driver Trainers Conference

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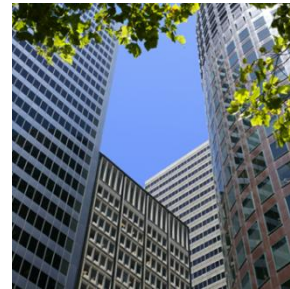
The ideal Fleet Trainer...?

John Davidge



Cardinus - who are we?

- Part of THB Group Ltd, a Lloyds wholesale insurance broker
- Owned by AmWins Group Inc – wholesale US global insurance broker
- Established 1995
- **Specialists in white labelled solutions**
- Fleet, Ergonomics, Property & H&S Consultancy



No Second chance...

Now I'd like to introduce you to your trainer...



...to make that first impression!

No Second chance...



...to make that first impression!

Building rapport is crucial...

TRUST is Built on



FIRST IMPRESSIONS

Wearing different hats...

...sometimes twice in one day!

The need for a flexible and adaptable approach....



Chameleon mode...

...the ability to blend in

...whilst maintaining independence.

Dress, language, attitude are key

What matters to a delegate...?

TRUST is Built on



FIRST IMPRESSIONS

2 eyes, 2 ears, only one mouth.....



Learner...vs Fleet?

Licence acquisition training

A one-to-one relationship

Usually, learner wants to learn

Keen, open minded

A familiar vehicle

Building a relationship over many weeks

Telling...



Experienced driver training

A multi-way relationship...

Does the delegate really want to participate?

‘I’ve been driving 30yrs, what can you...?’

Almost any vehicle is possible

One chance to make a difference!

..or selling!

John Smith...

**Your ability to assess, think,
communicate - makes all the
difference!**

**Are you flexible, adaptable enough
to recognise different environments
and judge what is needed by the
client as well as the delegate?**




What changes our habits?

Watch your thoughts, they become words.

Watch your words – they become actions.

Watch your actions - they will become habits.

Watch your habits, they will become your destiny



The ideal 'Risk Manager'...

- Attitude?
- Communication skills?
- Knowledge?

Where do you need to develop your skills...?



CARDINUS

riskmanagement