









Impact



What is the Undercover Trucker?

FleetLocate
BY SPIREON

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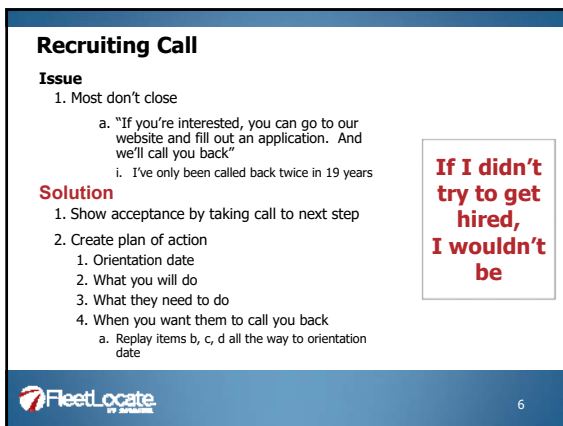


Recruiting Call



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Recruiting Call

Issue

1. Most don't close
 - a. "If you're interested, you can go to our website and fill out an application. And we'll call you back"
 - i. I've only been called back twice in 19 years

Solution

1. Show acceptance by taking call to next step
2. Create plan of action
 1. Orientation date
 2. What you will do
 3. What they need to do
4. When you want them to call you back
 - a. Replay items b, c, d all the way to orientation date

If I didn't try to get hired, I wouldn't be

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Orientation

Issue

- No Shows

Solution


- Driver Manager call Thursday before orientation


Issue

- Lodging
 - Old Rooms

Solution

- Spot inspect room assigned to your drivers



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Orientation


Issue

1. Classroom
 - a. Dirty
 - b. Chairs
 - i. Broken
 - ii. Metal
 - iii. Plastic
 - c. Climate control

Solution

1. Need to have comfortable chairs and tables
2. Environment should be clean



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Orientation


Issue

1. Schedule
 - a. Class arrives late night before, up by 5:30am, class starts at 7am, ends after 5pm

Solution

1. Utilize e-Learning to start orientation before the driver arrives, and continue orientation beyond the classroom
2. Have class up and moving around after 3pm



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Orientation


Issue

1. Comprehension
 - a. People asleep
 - b. Never ending speeches
 - c. No hands on

Solution

1. Teach like adults learn
 - a. See
 - b. Hear
 - c. Do



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Orientation


Issue

1. Instructor's Attitude
 - a. Many don't like drivers
 - b. Many think drivers are stupid
 - c. Many treat whole class like the worst person they've ever met in a class

Solution

1. All employees must realize we are all on the same team and treat each other with dignity, respect, and appreciation
2. Treat people based on who they are, not whom someone else was



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Orientation


Issue

1. Multiple Instructors
 - a. Waiting
 - b. Redundancy

Solution

1. Have one instructor
 - a. Likes to teach
 - b. Likes drivers
2. This also reduces redundancy



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Orientation

Issue

1. Tour
 - a. Last thing on last day

Solution

1. Schedule early in orientation
 - a. No later than 3pm first day
2. Everyone should show themselves friendly
 - a. Introduce to as many Executives/Managers as possible



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Orientation


Issue

1. Meeting Driver Manager
 - a. Quick walk by on last day
 - b. No time for relationship building / commitment building

Solution

1. Walk by introduction during tour
2. Private meeting
 - a. Get to know you information
 - b. What you expect from them
 - c. What they can expect from you



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Orientation


Issue

1. Truck Assignment
 - a. Dirty
 - b. Hard to find
 - c. Mechanical problem

Solution



1. Orientation instructor approves
2. Park together
3. Assign on Monday




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Thank You

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Questions?
