Defensive Driving: A Supervisor`s Guide

Participant:________________________

TEST

Circle the response that best answers the question.

1. What checks are included in the required pre-trip inspection before each shift begins?
   1. Tires, fluids, wipers, headlights/brake lights, brake pressure, turn signals
   2. Power steering, emergency brake, car alarm, anti-locks
   3. Windshield cracks, brakes, battery power, radio
   4. Door locks, rear-view mirror, antifreeze, brakes

2. Supervisors who give constructive criticism regarding staff safety set communication standards and __________ for safety.
   1. requires perfection
   2. expectations
   3. low standards
   4. None of the above

3. What should supervisors emphasize when training employees about pre-trip inspections?
   1. They are time consuming, but worth it
   2. They don`t take very long and they prevent crashes
   3. They should be done during breaks and not on company time
   4. None of the above
4. It is important to let your drivers know that they need to remain sharp, alert and focused on their job throughout the entire day.
   1. TRUE
   2. FALSE

5. How do you talk to an employee about what is wrong with their driving?
   1. Pull them aside after the ride along and give them a warning
   2. Once you complete the ride along, ask them if they know what they did wrong
   3. Use the situation as an opportunity to coach them on what they can do instead
   4. Tell the employee what they did wrong and not to do it again

6. What does a coaching conversation entail?
   1. Using questions and suggestions to involve the employee in choosing better behavior
   2. Using questions so the employee can tell you what they did wrong
   3. Telling the employee all of the things that they could get fired for doing
   4. Asking the employee to tell you how to do the job so you can see if they know

7. Talking about future behavior expectations is more effective than talking about what happened in the past.
   1. TRUE
   2. FALSE
8. Your drivers always know when they are making bad decisions.
   1. TRUE
   2. FALSE

9. What kind of driving behaviors are better to talk about after a ride along, rather than during the vehicle ride along?
   1. Reckless driving
   2. Speeding
   3. Serious mistakes
   4. All of the above

10. It is important to not forget to emphasize the importance of ______ with your employees during a ride along.
    1. Personal health and stress levels
    2. Which routes to use
    3. Safety as a first priority
    4. All of the above

11. Sometimes safety must be compromised in order to boost customer service and sales expectations.
    1. TRUE
    2. FALSE