

Train the Trainer Instructional Course for Transit & Paratransit Operations

The creation of a strong Safety Culture begins with the quality and depth of the content delivered by the trainers.

Who trains the trainers? This newly updated course is designed to provide trainers with the highest level of instruction to teach them how to train the safest bus drivers.

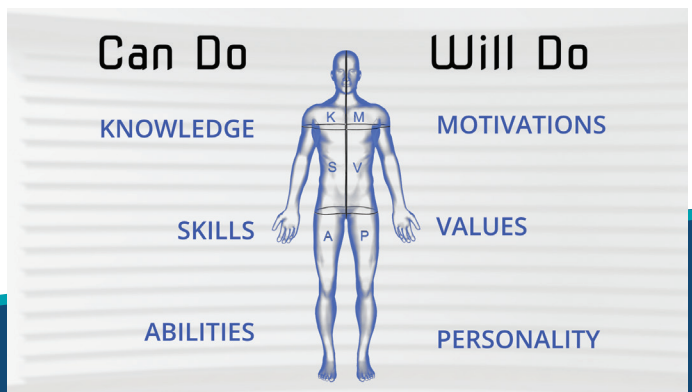
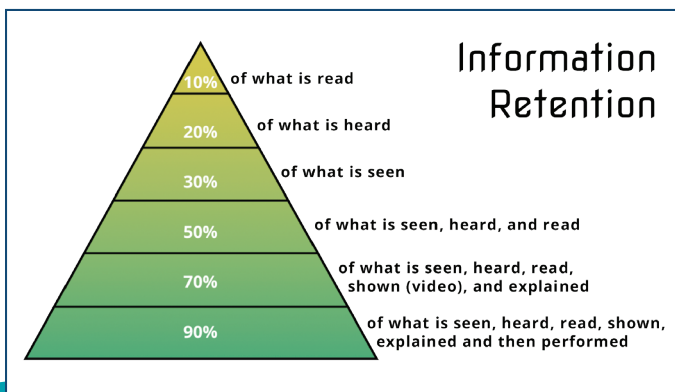
Improvements made to the course include:

- Video content now current and up-to-date.
- Training presented in a more concise and straightforward manner.
- Training includes the most effective way to use the Driver Training Course.
- Behind-The-Wheel training includes the use of commentary driving.
- Includes all the techniques to maximize information retention.
- Presented by six different narrators to help in maintaining trainer's attention.



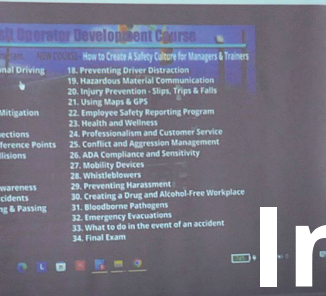
This course contains seven video-based programs, and a final exam:

1. Introduction
2. Training Fundamentals
3. Applying The Training Fundamentals
4. Classroom Training with the TAPTCO Course
5. Behind-The-Wheel Training
6. How To Hire The Most Effective Trainers
7. Structured Behavioral Interviewing



A trainer can complete the course in less than three hour's and will take their training skills to a whole new level.

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This course teaches trainers how to teach the ultimate goal of doing it right, the first time, every time, when driving a bus.

Instilling desired safe behaviors begins with ensuring drivers consistently follow the 18 safe practices outlined on the right side of the Safety Management system poster while avoiding the unsafe behaviors listed on the left side.

While we can enhance a trainee's knowledge and skills, our ability to impact their abilities, motivation, values and personality is limited. Discover the most effective methods to earn a trainee's respect and positively influence their behavior.

Having a quality training course is the foundation to creating a safety culture. This course ensures the training is provided as designed, in a standardized way, by every trainer.

Mission	Vision	Values
Remove or Reduce Risk	Do it Right, the First Time, Everytime	No Unsafe Behaviors
Hazard Identification	Hazard Mitigation	
Unsafe Behaviors Following too closely Unprepared for what is coming Not being prepared for what is around you Not communicating with other drivers or pedestrians Speeding Rushing Backing without a spotter or GOAL Not rocking & rolling to see around blind spots Turning without using your reference points Not adjusting your mirrors to minimize blind spots Operating unsafe equipment Having confrontations or heated discussions with passengers Distractions – texting, dialing, or reading maps Rolling through stop signs Driving too fast for conditions Driver fatigue Slips, trips & falls Drugs & alcohol	Remove or Reduce Risk 1 Leave room / Always stay back at least four seconds 2 Look ahead 3 Look around 4 Communicate 5 Stay within posted speed limits 6 Be in control, take your time. If late, stay late 7 Avoid backing the bus or use a spotter or GOAL 8 Rock & roll for turns 9 Use your reference points 10 Adjust your mirrors 11 Do a thorough Pre & Post Trip and only operate a safe vehicle 12 Smile and be polite at all times. Use Verbal Judo 13 Focus on the driving 14 Always stop at stop signs 15 Slow down and pull back for rain, snow, ice or fog 16 Get enough sleep, always be alert and awake 17 Always keep your balance, no rushing, use three point contact 18 Never be under the influence of drugs or alcohol	
Professionals apply these practices every day		

The training course includes teaching the trainers the following practices to maximize learning:

Five Learning Principles:

1. Discovery
2. Chunking
3. Heightened States of Arousal
4. Repetition
5. Positive Reinforcement

Training Skills:

- Verbal Persuasion
- Modeling
- Practice
- Feedback