

# Driver Safety Letter

presented by



## **Lessons from All-Star Drivers**

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Several months ago, the National Private Truck Council honored 23 of the nation's top private fleet drivers as National Driver All-Stars. The recognition, co-sponsored by International Truck/Navistar, Inc., honors those private fleet drivers who have demonstrated exceptional performance in the areas of customer service, safety, compliance with company standards, regulatory compliance and community service. So, what can we learn from these award winning drivers? What characteristics do they display that we can put into our daily routines? And what attitudes are worthy of emulation?

1. Many of the drivers are guided by their faith and each follows the "Golden Rule" – to treat others the way they would want to be treated. Whether it's a customer, another highway user or a company employee – everybody they come into contact is treated with courtesy and respect.
2. Not only do they nurture relationships with others, they take care of themselves. A commitment to a healthy lifestyle is an essential part of their daily routine. They show up to work well-rested, and fueled with the right kind of foods, with their minds focused on the task at hand.
3. They show up on time. In fact, they are always early, which allows them to head off potential problems with minimum stress.
4. In that regard, they are calm, emotionally level-headed and well balanced. They don't get excited or stressed and they check their problems before climbing behind the wheel. They literally keep their emotions "between the lines."
5. In a similar vein, they invest in their equipment thorough pre- and post-trip inspections to ensure their vehicles operate in peak condition. They refuse to pencil whip the process.
6. They are patient. They don't over-react to situations that are dangerous, stressful or frustrating.
7. Each is committed to excellence in all facets of their lives. They understand that doing a good job doesn't start and stop at the company gates.
8. They commit themselves to daily renewal, investing in their own personal growth, continuous learning and improvement.
9. They comport themselves with class, confidence and optimism. They anticipate customer problems and issues on the highway – often before they become problems or before the customer realizes that a problem exists. They handle complex on-the-road challenges effortlessly.
10. They surround themselves with people that share their same values, commitment to safety, and allow them to reach their full potential.
11. They are not afraid of work. In fact, they work hard. But they don't view it as work. Each volunteers for extra assignments, helps conduct training, and helps coach other drivers. Often you find them volunteering their time outside the truck cab in numerous community improvement projects.
12. Each displays great pride in all facets of their life. Whether it's the way they keep their truck clean, the way they dress, the way they speak, or the way they service the customer, they respect themselves and all those that they come into contact with.
13. Yet despite this pride, they are humble to a fault. They don't do anything for the recognition – they do it because it's the right thing to do.
14. They fight complacency as they know taking things for granted is a prescription for disaster.
15. For them, truck driving is not a job. It's a passion that carries a huge responsibility. But each views what they do as more than simply driving a truck. They are genuinely excited about the opportunity to serve the customer safely.

Take note of these all-star attitudes. By putting them into action, you too can enhance your winning performance.