

Driver Report

Name: Tony Sample

Date: Tuesday, July 30, 2002

They are in the top third of the population in terms of reasoning speed. In training situations, they will learn more quickly than the average person. In most formal training programs, they may feel that the pace of the class is too slow. It is important that they use their advantage of learning speed to focus on more applications of the training information that is provided instead of wanting more information faster. In training situations that allow for individual pacing, they should be allowed to progress at their own pace, although still focusing on application of the material.

This faster learning speed enables them to solve problems quickly. This is well-suited for a position that involves dealing with a constantly changing field of problems. It is important that they recognize that much of a Driver's job consists of doing the same things. It is easy for them to become bored with this routine if the job does not offer sufficient challenges. They must provide some part of those challenges with outside interests or hobbies in order to balance the necessary routine of the job.

It is critical that they understand their inherent communication problem. They process information faster than the average person. Therefore they tend to communicate information faster than the average person can understand it. It is essential that they learn to slow down and match their delivery to their audience. Otherwise they can become impatient or frustrated with others who may not understand as quickly as they do. It is a good thing to encourage them to ask questions to continually confirm that what people heard is understood correctly.

It is helpful for them to explain their thinking when suggesting ideas or solutions to problems. Their faster learning speed allows them to take shortcuts in their thinking that may not be clear to others. This can lead people to view that thinking as incomplete or impulsive, since the logic may not be apparent to them.

They adapt easily to changes in procedures. They are often looking for creative ways to do things. As their experience grows, their ideas may become more practical and have more value. Routine can become very frustrating to them. They have a tendency to try different ways of doing things. This can be seen by the customer as inconsistent elements of service. It is important that they recognize the parts of their job that demand consistency and focus their attention to deliver that consistency. It is important that they have a constructive outlet for their creativity. They tend to make exceptions to rules and their noncompliance may present safety problems when this happens.

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They enjoy talking and most customers will view them as friendly. This can contribute to building stronger customer relationships, especially when this ability is directed with the proper training. Then the additional conversations can become an important part of product marketing for the company. It is easy for them to spend additional time socializing at customer stops. This may offer benefits in terms of customer relationships, but it can also cause delays in schedules. They must recognize when long conversations are not appropriate. It is challenging for them to listen to others. It is important to confirm their understanding of important instructions. When at a customer location, they should take notes on any matters that require attention. A checklist of specific things to look for can be helpful. They must pay extra attention to their driving when accompanied by passengers, as their conversation can distract them at times.

They have a need to be in control of what they are doing. They will appreciate the relative freedom of being out on their route. They tend to speak out directly regarding problems and issues. They can generally handle confrontational situations with customers. At times they can become argumentative and it is important that they learn how to handle difficult customers in a positive manner. Sometimes they can resent being closely supervised, preferring to do things their own way. It is important that they learn the limits of their authority in their position and recognize appropriate authority from others.

They enjoy individual competition and are usually motivated by individual contests. They respond very well to individual praise and recognition. They see their role on a team as being a star performer and they want to do better than their peers. They can become discouraged if their performance is poor relative to others. It is often difficult for them to admit weaknesses or problems, and this can limit the effectiveness of coaching or training. It is important that they recognize the opportunities for improving their performance through a better understanding of their weaknesses. They can also become impatient with others that seem to learn more slowly than themselves.

They are more sensitive to stress than others and are generally more emotional. They generally tend to stay actively busy and dislike sitting at a desk. They often seem to be in a hurry. It can be difficult for them to work under stressful conditions. They tend to exaggerate the urgency of situations and expect others to react in the same way. Their intense emotions may be misunderstood by others. They can be suspicious of the motives of other people, and tend to look at things pessimistically. They can take criticism personally and sometimes are more vulnerable to disappointment. When under stress it is important for them to control their emotions to avoid unwanted situations with customers and to avoid distracting their attention from safety concerns.

They are moderately detail-oriented, and can handle most reasonable paperwork. In special circumstances that demand a high level of attention to detail, it is important for them to check their work. They generally work with short term plans and some prioritizing. Time management tools can be very helpful to them for handling key

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priorities. They normally work with a realistic schedule that is flexible enough to deal with reasonable changes. They will usually value punctuality.

They have answered the questions frankly and directly.