

Manager Coaching Toolkit

Flexible tools to help guide critical coaching conversations.

An essential part of eDriving's proven, closed-loop risk reduction methodology is ongoing leadership and coaching of high-risk drivers. eDriving's primary research confirms what other cognitive studies have shown – namely, that training, whether virtual or in-person, can only do so much to change high-risk behavior behind the wheel. Ongoing reinforcement of low-risk behaviors and risk management objectives are critical to helping drivers develop new habits that will keep them safe while driving for work purposes.



Holistic, Integrated Approach

eDriving provides managers with unique coaching tools and templates accessible from Virtual Risk Manager® or the MentorSM app. eDriving identifies the most at-risk drivers by combining on-road performance data, including Mentor's FICO® Safe Driving Score, with drivers' incident, collision, risk assessment, license violation and other telematics data. Coaching invitations are automatically generated for the driver and their manager to meet – virtually or in-person – based on trigger events and/or score thresholds.



Easy-to-use Coaching Templates

Professional Coaching

Managers who feel perfectly qualified to provide feedback for their team members on their sales, service, or delivery performance may not feel qualified to coach them following a collision, injury or license violation. This is where eDriving's Professional Coaching (ProCOACH) can help both drivers and their managers. OneToOne® after-action learning sessions between an eDriving ProCOACH and the driver help the driver understand where their 'driving plan' broke down, regardless of fault. The combination of a ProCOACH and a driver-manager working together to solve the 94% problem is often just what is needed to help drivers remain incident-, collision-, injury- and license violation-free.

OneToOne®

Suitable for all drivers or those identified as high-risk, a OneToOne® session is designed to set expectations and reinforce accountability for adopting a crash-free, injury-free, license violation-free approach to driving for work purposes. Designed to be conducted annually, the primary objective is to reinforce the employer's safety objectives, as well as the manager's desire to keep their drivers safe at all times.

Post-Collision Coaching

Designed for drivers involved in a crash, Post-Collision Coaching is to be used within 14 days of a reported event. This questionnaire helps managers lead a discussion with their driver to review what happened, why it happened and most importantly, what the driver could do differently to make sure it never happens again! Managers can also use this process to recommend eLearning or other training to further reduce risk. Managers are encouraged to use open questions to drive the conversation and the "5 Whys" causation analysis approach to help drivers examine and understand the underlying root causes of the collision.

DriverINDEX® Coach

The third and most powerful tool, **DriverINDEX® Coach**, is designed to help the manager and their high-risk driver take a holistic approach by using ALL of the driver on-road performance data captured, privacy rules permitting, to guide the discussion. Guiding monthly meetings of no more than 15 minutes that recur until the risk level has been reduced, the 5-question format focuses on specific "at-risk" behaviors that need changing, and how the manager can support the driver to ensure their safe return at the end of each day.

