

Driver Safety Letter

presented by



All-Star Attitudes

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It is said that we learn from our own experiences as well as the experiences of others. In September of this year, 22 of the nation's top private fleet drivers were recognized as National Driver All-Stars. The recognition, co-sponsored by the National Private Truck Council and 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. Each operates with a "Golden Rule" mentality. That is: they 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. They take care of themselves. A commitment to a healthy lifestyle is an essential part of their daily routine. They show up to work early, well-rested, and fueled with the right kind of foods, with their minds focused on the task at hand.
3. They are calm, emotionally level-headed and well balanced. They don't get excited or stressed and they leave their problems at home. They literally keep their emotions in check and "between the lines."
4. They are patient. They don't over-react to situations that are dangerous, stressful or frustrating.
5. 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.
6. They invest in thorough pre- and post-trip inspections to ensure their vehicles remain in peak operating condition.
7. They comport themselves with class and exude optimism. They display great confidence in their ability to help solve customer problems – often before it becomes a problem or before the customer realizes that a problem exists. They handle complex on-the-road challenges effortlessly.
8. They surround themselves with people that share their same values, commitment to safety, and allow them to reach their full potential.
9. They work hard. 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.
10. 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.
11. 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.
12. They commit themselves to daily renewal; they invest in their continuous learning and improvement.
13. Despite their myriad talents and abilities, 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.

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



The NPTC Monthly Driver Safety Letter, jointly sponsored by NPTC and [CPC Logistics, Inc.](http://CPCLogistics.com), is a Microsoft Word document that you can print out and post as is, if appropriate, or modify any way you wish to make it a better fit for your drivers, including adding your company logo. If you are already doing an in-house letter, you may find information here that you can cut and paste into your own letter. If you are interested in specific subjects, or have any comments/feedback, contact Tom Moore, CTP, at tmoores@nptc.org or (703)838-8898.