

TRAM & BUS OPERATIONS DIVISION

JOB EXPERIENCE FEEDBACK/STRESS MANAGEMENT WORKSHOP

FOR TRAM & BUS DRIVERS



WELCOME

Thank you for coming along today.

COURSE OUTLINE

The job experience feedback/stress Management 1 day program gives us all the opportunity to identify concerns that Tram & Bus Drivers experience, and the subsequent impact it has on themselves and fellow workers.

This program will also address immediate driver needs in personal stress management,.

The information gathered in this and future programs will be utilized in future training, system efficiency needs.

Feel free to contribute your thoughts and concerns today.



PROGRAM FOR JOB EXPERIENCE FEEDBACK/STRESS
MANAGEMENT WORKSHOPS

AIM: Provide feedback from drivers on job related problems.

To respond to driver needs in personal stress management.

OBJECTIVES: Identify problems that drivers experience in the P.T.C.

Identify what impact these concerns have on individuals.

Suggest improvements/solutions to the problems concerned.

To assist drivers in coping with stress related problems in the workplace.

OUTCOMES: To establish the causes of driver stress in the workplace.

Drivers to be better prepared when dealing with problems on the road.

To compile and prioritize concerns that drivers experience the information of which to be used for further training, system efficiency needs.



PROGRAM FOR JOB EXPERIENCE FEEDBACK/STRESS
MANAGEMENT WORKSHOPS

TOPIC

Welcome/Facilities

Introductions, and why
are we here.

Open discussion -
Job Experience feedback

Tea Break

COLLATION OF INFORMATION:

Identify concerns

What impact is this having.

Tea Break

Putting forward suggestion for
improvement.

Prioritizing information

Lunch Break

Stress management techniques -

Michael O'Neill, National Trauma
Clinic.

Tea Break

Stress management techniques
continued.

Close

