

TRANSCOM *Fleet Services Inc.*

DISPATCHER / SUPERVISOR Training Course (includes FleetSmart)

NEW
2009 edition
Includes SmartDriver
for Highway Trucking

For the Trucking Industry!

Position your Dispatchers for Success !

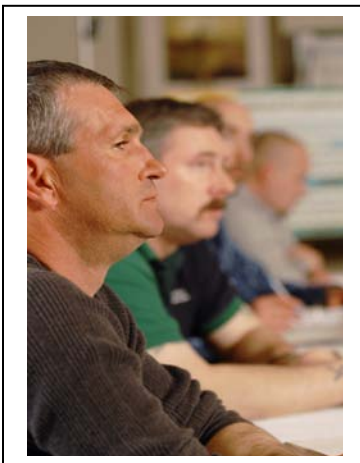
Upgrade Your Bench Strength in Operations !

Powerful on Cost Management & Operational Excellence !

Become Carrier of Choice for Attracting Talent & Caring for Customers !

Attend this Highly Interactive & Nationally Recognized
Dispatcher / Supervisor Training Course

Now 68 Hours of intense training covering 40 topics that include :



- Why Bother?
- Dispatcher as Front Line Supervisor
- Achieving Safety Excellence
- Motivating Other Office Staff
- Customer Care Programs
- Rates & Pricing in Trucking
- Coaching a New Driver (role play)
- ISO 9001:2000
- Load Securement
- Driver Bonus Programs
- Dispatching for Profits \$\$
- Computers & Technology
- Yard Responsibilities & Security
- Customs & Border Crossing
- Geography (risks & costs)
- Corrective Interviews (role play)
- Canadian Privacy Act
- Reducing Insurance Costs
- Care for Customer's Freight
- Oversize Loads
- Dispatcher Occupational Analysis
- Professionalism / Sexual Harassment / Harassment
- Motivating a Professional Driving Team
- National Safety Code (Compliance Fitness)
- Handling a Customer Service Failure
- Telephone & Email Etiquette / Performance
- Disciplining a Senior Driver (role play)
- Equipment Care
- Developing a Continuous Learning Culture
- Maintaining a Dispatch
- Emergency Response
- Company Standards, Procedures & Policies
- Driver Recruitment that Works
- Dress Code & Personal Care
- Trip Sheets & Bills of Lading
- Reducing Emissions & Fuel Consumption (**FleetSmart**)
- Lease Operators & Owner Operators
- WCB / WSIB/ Occupational Health & Safety
- Dangerous Goods & Freight Compatibility
- Get Promoted



Course Start Date:
Training Dates:

November 24, 2009 Sherwood Park, AB "Now 9-Days"
Nov 24, 25, 26 & Dec 2, 3, 4, 14, 15, 16 / 2009

To Register Contact:
Cost to Register:

TRANSCOM 1-780-449-7200
\$2150 / registration plus tax

For Additional Information: **TRANSCOM FleetServices . com**
Includes, lunch, a professional course binder & course certificate

Register early as seating is limited in each class to maintain a high degree of learning and interaction.