

# ***TRANSCOM*** *Fleet Services Inc.*

## **DISPATCHER / SUPERVISOR**

**Training Course (includes FleetSmart)**

**NEW**  
**2010 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) CSA 2010
- 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:**

**May 12, 2010 Sherwood Park, AB "Now 9-Days"**  
**May 12, 13, 14 & June 1, 2, 3, 9, 10, 11 / 2010**

To Register Contact:  
Cost to Register:

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

For Additional Information: [TRANSCOM Fleet Services.com](http://TRANSCOMFleetServices.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.**