

Effective Communication

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EFFECTIVE COMMUNICATION STRATEGIES

□ Recognize and Respect

☐ Understand and Respond

□ Verbal Defense and Influence

■ Maintain a Safety Culture





Recognize and Respect

■ Do not prejudge

☐ Introduce yourself

■ Be respectful





Understand and Respond

■ Listen fully and completely

■ Avoid negative body language

☐ Use a proper tone of voice





Understand and Respond

Express empathy

Offer solutions

□ "Let me see what I can do"





Verbal defense and Influence

You have done everything reasonable to resolve the issue, but the passenger is still angry. Now what?

□ Respond, don't react

□ Respond, don't retaliate





Verbal Defense and

□ Avoid "calm down"

■ Influence their decisions



☐ Inform them there are consequences to their actions



Effective Communication can help keep employees safe in an environment beyond their control.

- Provide proper training
- □ Consider multiple resources
- □ Guest Speakers



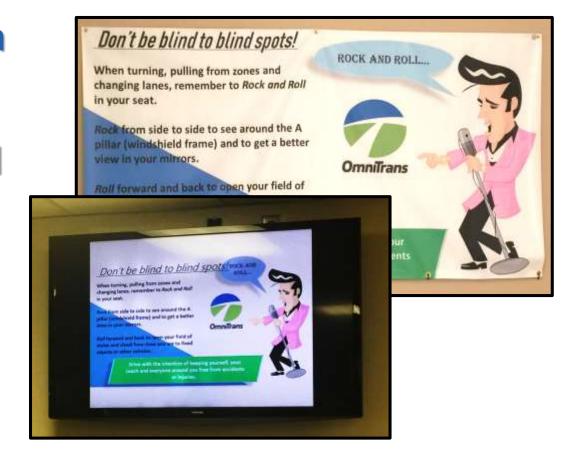


Monthly Safety Campaign

☐ Themed event every month

Posters and banners placed in high traffic areas

□ Video display monitors





Guest Speakers

Bill Parsons, "It's not what you say, it's what they hear".

Pilar Cole, ADA Advocate for Rolling Starts "All you gotta' do is love 'em"





SPS Travel Trainers

□ Persons with Special Needs

Personalized Instruction

☐ Group Oriented Offsite Training





Omnitrans' Performance Improvement Plan (PIP)

- □ Customer Driven, Internal & External
- One-on-one counseling
- □ Onboard Ride Checks
- □ Progressive Follow-up







THANK YOU