

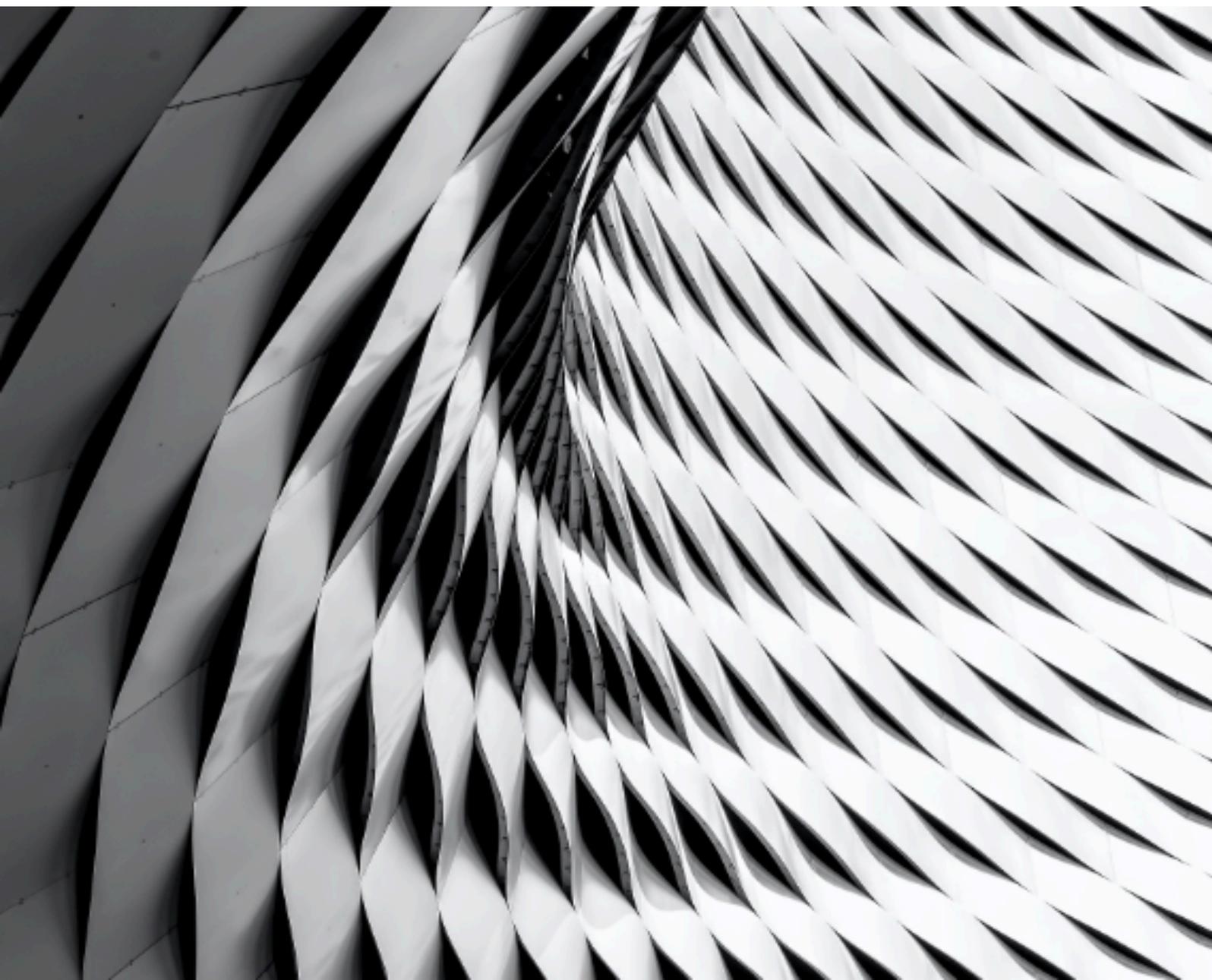


# Train Driver

A candidate report for:

**Sam Sample**

Created 19<sup>th</sup> November 2022



## Introduction

This report is confidential and is intended to provide you with feedback on your results. The exercise you completed is designed to evaluate competencies that are important for success in the role of a Train Driver. The competencies assessed are defined below.

## Train Driver Competencies

### Customer Service

- Listen and respond clearly and sensitively to customers & colleagues
- Prioritise customer needs, esp. during delays / disruptions
- Provide an individualised and respectful service to all customers
- Negotiate fluently & calmly

### Performing Effectively

- Be reliable / responsible in management of tasks, interactions, own health etc.
- Routinely make sound / justifiable decisions, esp. in challenging circumstances
- Be proactive & flexible at all times, esp. during emergencies / disruptions
- Provide accurate & timely information to colleagues during disruptions

### Performing Safely

- Ensure the safe status of the working environment
- Ensure all relevant regulatory and presentation standards are maintained
- Always be alert to safety and security risks, and adhere to local instructions
- Report hazards / faults immediately, and ensure safety of customers & colleagues

## How To Use This Report

This report provides you with feedback from the Train Driver. It contains 'behavioural interpretation' that you can use to help you understand how you have performed on the exercise and 'development opportunities' to inform your development priorities, should you wish to improve your skills in specific areas.

### Behavioural Interpretation

For each competency, an interpretation (four bullet points) has been provided to help you better understand the decisions you made on the exercise. Not every bullet point may apply equally to you, but you should consider them all, at least initially, and then decide which are most relevant for you.

### Development Opportunities

You have also been provided with some ideas to help improve the competencies. The suggestions are intended to support you in your career progression, so working through these suggestions and identifying your own ideas for improving your skills should help you create a relevant development plan. When creating your development plan, it is best to set SMART Goals:

- **S = Specific:** Clearly defined and unambiguous
- **M = Measurable:** Contains specific criteria that you can use to measure your progress and goal accomplishment
- **A = Achievable:** Attainable in the timeframe you have set yourself and not impossible to achieve
- **R = Relevant:** Relevant to your goal, career or what you want to achieve
- **T = Time-bound:** Has a clear start and end date

The SMART Template below can be used to help you set a development goal.

 <b>S</b>	<p><b>Specific</b></p> <ul style="list-style-type: none"> <li>• What do I want to achieve?</li> <li>• When do I need to achieve it?</li> <li>• Why is the goal important?</li> <li>• Who is involved?</li> </ul>	
 <b>M</b>	<p><b>Measurable</b></p> <ul style="list-style-type: none"> <li>• How will I measure my progress?</li> <li>• How will I know when my goal is achieved?</li> <li>• What will be different when I have completed my goal?</li> </ul>	
 <b>A</b>	<p><b>Achievable</b></p> <ul style="list-style-type: none"> <li>• Can I complete my goal in the time I have available?</li> <li>• How confident am I that I can achieve my goal?</li> <li>• What support will I need to achieve my goal?</li> </ul>	
 <b>R</b>	<p><b>Relevant</b></p> <ul style="list-style-type: none"> <li>• Why is this goal important to me?</li> <li>• How does this goal relate to my overall success?</li> <li>• What is especially meaningful about my goal?</li> </ul>	
 <b>T</b>	<p><b>Time-bound</b></p> <ul style="list-style-type: none"> <li>• When will I be ready to start working on my goal?</li> <li>• What specific date will I complete my goal?</li> <li>• How often will I check the progress I am making on my goal?</li> </ul>	

# Feedback

## Customer Service

Your responses suggest that you:

- Communicate clearly and promptly to achieve efficient outcomes
- Communicate with colleagues so that different solutions can be discussed and agreed
- Utilise the support of others to find a solution to challenging situations
- Brings disagreements to a close, resolving potential misunderstandings with minimal fuss

### *Development Opportunities*

To develop your skills further in this area you might wish to consider:

- Talk to your colleagues and find out how they deal with common customer complaints
- Set up 3-4 monthly meetings with an experience colleague, so you can understand how they manage customers when they are distressed or irritated
- Put yourself 'in the shoes' of your customers and consider what changes you could make to your interactions with them that would improve their customer experience
- Attend a training course on how to effectively deal with challenging customers

## Performing Effectively

Your responses suggest that you:

- May delay owning or not take sufficient responsibility for managing unexpected events or issues that might impact your performance
- Might not sufficiently consider alternative courses of action before making a decision, when under pressure
- May react too slowly to effectively support colleagues & customers when unexpected events occur
- May act hastily when under pressure and not fully consider how best to tackle challenging situations

### *Development Opportunities*

To develop your skills further in this area you might wish to consider:

- Review your company's procedures and policies to establish why they are important
- Make a list of the most challenging aspects of your role and consider how you can improve your performance in these areas
- Meet with an experienced colleague, so you can understand how they manage tasks or work situations you find challenging
- Attend a training course on how to effectively deal with work-related pressure

## **Performing Safely**

Your responses suggest that you:

- Can prioritise expediency over safety or maintenance concerns
- May not fully think the consequences of your decisions before making difficult choices
- Might not readily spot or sufficiently follow through on potential safety issues
- Might tackle breaches of safety in an informal way, rather than reporting breaches and potentially making themselves unpopular

### *Development Opportunities*

To develop your skills further in this area you might wish to consider:

- Attend a training course on identifying safety and security risks at work
- Discuss with your colleagues how they deal with potential safety hazards
- Ask a more senior colleague to mentor you about safety and security risks
- Make a list of the most challenging safety and security risks in your role and consider how you can improve your approach to these