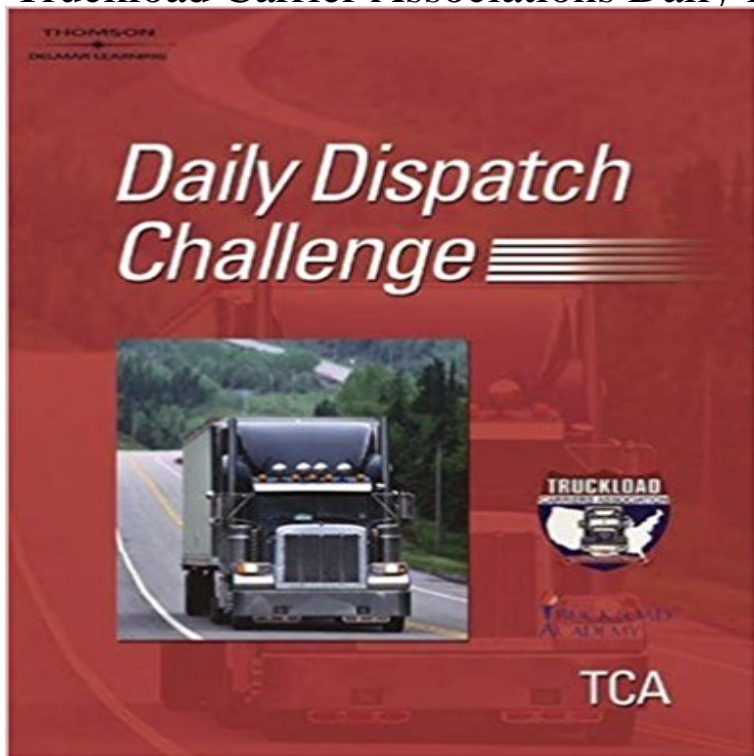


Truckload Carrier Associations Daily Dispatch Challenge Training Guide



This instructional guidebook can provide virtually anyone who communicates with drivers in the trucking industry with the management skill set they need for on-the-job success! TCAs Daily Dispatch Challenge Training Guide is the perfect leaders supplement wherever the Daily Dispatch Challenge (DDC) CD-ROM is being utilized within a fleet manager training program. It may also be used as a stand-alone instruction manual for developing the communication aspects of those frontline positions where interaction with vehicle drivers is required. Coverage helps readers develop and fine-tune their interpersonal communication, problem-solving skills, and decision-making abilities, and teaches readers how to handle stress and resolve conflicts. Providing essential industry knowledge and logistics, this guidebook will revolutionize the way dispatchers train.

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