

EMPLOYEE TRAINING RECORD

TRAINING TITLE When Anger Takes Control

KEY TEACHING POINTS

DRIVING CAN BE HAZARDOUS

- Anger can be a contributing factor in an accident. It can cloud your judgment and slow your reaction time. Quite often you become an aggressive driver, instead of a defensive one.
- At its worst, anger can cause you to seek revenge in a traffic situation, rather than putting the prime emphasis on safety. This is a condition that spells danger with every move.

EVERYDAY IRRITATIONS

- Dealing with everyday irritations of traffic delays, congestions, and irritating acts of other drivers is a demanding part of the job. Although it is hard to take, you have to accept it as all in a day's work.
- The only way to stay safe is to develop a discipline that allows you to stay cool, even when major annoyances threaten your peace of mind. As a professional, you have to rise above these exasperating conditions by staying calm and collected in all situations.

CONTROL YOUR EMOTIONS

- Frustrations are bound to occur, but you must keep them in perspective. A lot more than your pride is at stake. If you lose your temper behind the wheel, you are not only a danger to yourself, but to everyone around you.
- When you are angry, you simply fail to make good decisions. Your emotions are out of control and that is hazardous.
- If you know you have a short fuse, admit it to yourself and then learn to overcome it. It will take work, but it has to be done. Talk to someone who can help.

TEST

QUESTION	ANSWERS	
	TRUE	FALSE
1 Anger can cloud your judgment and slow your reaction time.		
2 When you are angry, you simply fail to make good decisions.		
3 The only way to stay safe is to develop a discipline that allows you to stay cool, even when major annoyances threaten your peace of mind		
4 Frustrations are bound to occur, but you must keep them in perspective.		
5 At its worst, anger can cause you to seek revenge in a traffic situation, rather than putting the prime emphasis on safety.		
EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE
INSTRUCTOR'S NAME	INSTRUCTOR'S SIGNATURE	DATE

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