

## SUSMILE Capsule 3.4.3 Source 1

### Answers

Please note that below answers have been simplified for teachers to evaluate the quality of answers according to their level of understanding, the perspective taken in reading the documents and eventually the quality of their arguments to compensate for elements missing.

#### EQF level 4

1. **S2** What is the key skill recommended to face difficult partners?
  - Stay calm
  - Benefit from a training that helps to listen, work on getting to a solution and address the issue of that difficult customer. Point to be noted: it refers to “partners” and not customers, because it is also true in the case of B2B deliveries.
2. **S3** Why do delivery drivers need to be committed and self-motivated?
  - Because they spend most of their working time on their own, in difficult environment and lots of interactions with external stakeholders.

#### EQF level 5-6

1. **S2-S3** Why do you think that professional and timely communication is a necessary skill to delivery drivers nowadays?
  - Because they are given more autonomy, technologies now provide instant data about the goods processing and customers may have more information than untrained or non-informed drivers. It then provides a negative image of an operator that does not know anything about his company and cannot answer customers’ demands (i.e.: how to deal with returns, how long it takes to confirm a delivery rejection, etc.)
  - It is also necessary to know what to respond when the information is not available to the driver, such as directing towards the right service, contact numbers, etc. It gives another level of customer service to support a specific or complex query.
2. **S3** Why to you consider that organisation skills tend to respond to better stress management?
  - Delivery drivers are given new tasks and responsibilities than before, as well as new equipment to deal with. Good organizational skills are important to help them get organized, anticipate what may happen and keep unpredictable events to a minimum.
  - Knowing in advance all the constraints and schedules to be respected allows to organize the delivery rounds and to calculate realistic operating times. This allows drivers to participate in the preparation, to define their own routes when possible (e.g. bathroom breaks) and to better understand last minute changes to manage their stress.



3. **S4** What are the main recommendations that can be listed from the document to face the different risks listed?
- Better training investments, on using equipment and limiting energy wastes
  - Investing on traceability, whatever the technology used, to know where the goods, vehicles and drivers are
  - Adapt the equipment and clothing to the environment, while adopting the right habits (i.e.: access to drinking water, adapt working hours, etc.)
  - Invest on regular physical practices and facilitate them for drivers to avoid or reduce professional illnesses

