

## Truckload Carrier Association's Daily Dispatch Challenge Training Guide

Greg Mechler



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**Truckload Carrier Association's Daily Dispatch Challenge Training Guide** Greg Mechler 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! TCA's Daily Dispatch Challenge Training Guide is the perfect leader's 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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