

Appendix 6

Training Tips

The first step in developing your training plan is to define the learning objectives you have for each person named in the plan. By clearly indicating your learning objectives, you will be more likely to create a sound training plan and provide the opportunity to measure the success of the results.

Here are some recommended learning objectives to consider:

1. The Loss Reporting Contact will:

- be familiar with every step of the plan.
- have identified a Back-up Loss Reporting Contact at any given time.
- be familiar with the *Markel Driver's Accident Report Kit* and the Loss Reporting Contact Checklist.
- understand how to manage drivers during the call.
- know exactly what information is needed to be collected and forwarded immediately to Markel.

2. The Driver will:

- be familiar with every step of the plan.
- know exactly what to do and who to call if a loss occurs.
- be familiar with the *Markel Driver's Accident Report Kit*.
- understand the importance of collecting all information to relay to Loss Reporting Contact.
- understand the proper use of photography at the loss scene.

3. Other Training

- Managers need to understand that reporting a loss to Markel takes precedence over disciplinary measures (such as firing a driver involved in an incident).
- Plan Owners also need to ensure that the Loss Reporting Contact or back-up is always available to take a driver's phone call.

Delivering the training

How you deliver training will depend on your operational processes. All training should be face-to-face to allow you to field questions and gauge whether your message has been received. It is also wise to build the training into your orientation process to ensure that new employees are introduced to the plan as soon as they join.

The final step in delivering your training is to test those who were trained to ensure your learning objectives were achieved.