

Q: What do Managers experience when introducing a Scorecard for the first time?

A: The feedback we receive of a driver's first response is to fight the data. Naturally, as managers, the first calls you make are to drivers who are underperforming.

When a driver gets defensive, the first instinct is to dispute the data. We encourage you to request a detailed report prior to the coaching session. When drivers see the data in detail, they start to understand it a little more. We can offer detailed reports for any of our behavior KPI's.