

# What skills do I need to take my career to the next level?



You're a driver, so you're good at getting your cargo to the right place. How about getting your career to the right place? A little bit of planning can make a very big difference.

**To build the skills you need to take your career to the next level you need to:**

**1.** **Make a plan**

**2.** **Set your goals**

**3.** **Get the skills you need**

## 1. Make a plan

**It's important to have a long-term plan for your career.**

Having a plan will help you avoid frustration and burnout.

Setting career goals will also help you stay motivated and enjoy your work more.

You might want to work for a bigger or a different organisation, drive different vehicles or become a team leader.

Getting clear on which direction you want to head in is the first step towards getting there.

## 2. Set your goals

**Career goals don't have to be about promotions.**

If you're happy with your job, they might be about getting new skills or driving new vehicle types.

Talk to your manager or HR team about the possibilities and opportunities.

It's good to let them know you're thinking about how to improve yourself.

And they might surprise you with ways to help make your current job better.

## 3. Get the skills you need

**Once you have an idea about your career goals, you can learn the skills you need.**

Start with the skills you have now.

What are your best skills and can you build on them?

What skills do you need to improve, or learn from scratch?

Then think about the skills you don't have (such as budgeting and scheduling, or managing a team).

Talk to your employer about getting them - or start learning in your own time.

### Transferable skills

Some skills are transferable and apply to lots of roles. Learning them early can help your career. They include:

- Customer service
- Real-time problem solving
- Coordination and flexibility
- Attention to detail
- Resilience and patience

### Non-driving skills

For a lot of positions, you'll need non-driving skills including:

- **Soft skills:** communication, problem solving, delegation, getting along with your peers
- **Business skills:** representing your business, understanding finance, budgeting, scheduling
- **Technical skills:** mechanics and electrics, training, planning

### Accountabilities

Finally, think about the accountabilities that come with the jobs you're interested in:

- Would you be able to discipline or even fire a friend who has messed up?
- Would you be comfortable changing routes and rosters?
- Could you cut shifts to help the business even though you know it'll cost drivers money?

### How to get promoted

Getting ready for promotion is mostly about understanding what's expected of the new role. Talk to your manager about:

- How can you show that you can do the job? What would they need to see you doing?
- Ways for you to get the experience you need. Could you work alongside someone or spend a few hours each week on a new project?
- What skills the position requires. Do you have them? If not, how can you get them?

## CHEAT SHEET: Get the skills you need

### Plan

Are you satisfied with your current job:

- Now?  
 In five years' time?

### Set goals

Learn about what's possible for you:

- In your current job  
 In the industry

### Get skills

Start learning the skills you need:

- Transferable skills       Business skills  
 Soft skills                       Technical skills

### Accountabilities

Are you okay with the extra responsibilities that come with a promotion? Could you:

- Discipline or even fire people?  
 Change schedules and routes?  
 Cut shifts to help the business?

### Get ready

Talk to your employer about what how you can show them you're ready for a new role or promotion:

- What skills do you have vs what skills the new job needs?  
 How to get the skills you need inside the business?  
 How can you give them confidence you're ready?