

## 10 Secret Habits of Successful Dispatchers



Successful dispatchers are the lifeline of truckers. The dispatchers are the often-overlooked links between the warehouse and the customer's front door, the link between the company, the drivers and clients they are supplying. They have to deal with the corporate side of the business, while maintaining good relations.

The dispatchers are on the front line, whether they are performing planning or operational tasks, helping the drivers find the way en route. Their decisions dictate the driver's day - how much time the driver will spend on the road, how long will be their down time, in the end how much money will they make. But also, they are responsible for the loads arriving to the right destination at the right time.

Dealing with all said above and more, a dispatcher has to have a certain set of characteristics and abilities in order to be successful. So we made a list of ten habits and personality traits that the best dispatchers possess.



**1 Maintain daily and weekly schedules** - the successful dispatcher is well organized and prepared for the day ahead. They keep detailed track of task progress and load delivery, make sure to do all calculations and contact everyone they need to in order to keep the wheels rolling and the loads delivered.

**2 Excellent planners** - dealing with a great load of tasks every day means that a successful dispatcher has excellent planning skills. They need to find loads for delivery, plan best routes and divide them to drivers in such a way that all drivers get (almost) equally long drives, the least possible wait times between jobs, and make sure the company is not wasting trips, time or fuel.

**3 Readiness to make quick decisions and improvise** - no matter how good and detailed the plan is, there's always the possibility that something can go wrong, and a successful dispatcher will know how to think on their feet and find the best and most suitable solution to the unpredicted problem, in a manner that will make all parties happy and satisfied.

**4 Good communication skills** - since they spend a lot of time talking to potential or current clients, both on the sending and receiving end of the deals, truck drivers, and colleagues, they need to have strong communication skills, be polite and patient, and come to an understanding with the person on the other side of the conversation, whether it is in person, by phone or via email. A good dispatcher knows how and to whom to rely the information and ensure the work gets done.

**5 Good people skills** - a successful dispatcher must also be able to understand people, whether it's other colleagues or clients, they are the link between the two, and can play a major role in driver and client retention. If the dispatcher can create a bond with a client, chances are the client will be more inclined to trust and work with that company again. A successful dispatcher is able to negotiate well, and make certain all parties are satisfied with the possible proposal or solution.



**6 Aptitude for technology** - being a dispatcher usually entails using one or several systems that serve to track orders and truckers, plan routes, make IFTA calculations, receive messages and take notes, make and receive computerized phone calls, send and receive bills and invoices, etc. Being able to operate the systems means the dispatcher's job will be easier, more efficient and faster. So understanding of technology and following trends is a great plus for everyone in that position.

**7 Resilience and a strong personality** - dealing with a lot of people and being the intermediary sometimes means being in the middle of a dispute. And in those moments a lot of harsh comments are directed to the dispatcher. I can be angry drivers or clients, but either way the dispatcher must be able to withstand some of those commentary, not take it personally and continue working without getting upset.

**8 Provide support and assistance to drivers** - the dispatcher is the first line of contact for the drivers, and they are the ones that need to find best and fastest routes, inform drivers about traffic jams or block, weather conditions, etc. Also, they are the ones that need to provide full support and assistance in case of delay, load delivery or load pick up problems, and suggest solutions.

**9 Professional and objective** - in order to make sure deliveries are timely and problems are handled the best way possible, whether there have been disputes, misunderstandings or unexpected complications, the dispatcher must act professionally and make objective decisions, no matter how much personally affected they feel in the situation.

**10 Maintain accuracy** - since the dispatcher also handles a lot of financial and legal documents concerning load and destination information, expenses, driver's mileage info, load delivery price, etc., they have to check each and every document before handing it over and moving on to the next step. All information and calculations must be correct, otherwise it might create a lot of complications that might take time and money to fix.



The challenges of being a dispatcher are numerous yes, it can be a high-pressure job that might drive you to the edge at times, but is also fun, exciting and rewarding to know that you are helping people not just move loads, but also fulfill a goal.

In any line of work, you are just as good as the habits that keep you going and the connections you make with the people you work with. The good relations a dispatcher builds with the drivers can help make the company better, the drivers happier and their job easier.

As long as you keep yourself focused and productive, try to improve your work as soon as you see the possibility to do so, and keep learning you will be successful and satisfied with your results. Building success comes from building better habits and giving your maximum while enjoying what you do. So do your best, keep learning, and you will become the best and most successful dispatcher.

