

# Railway Operations

**Course Name**

Taking the Chair: operational communications and decision making

**Course Description**

This is a 1-day workshop for new and experienced control managers designed to improve their confidence and capability in dealing with dynamic and often challenging situations & behaviours, specifically looking at how these are managed on operational conference calls.

**Audience**

Route Control Managers, Incident Officers, Heads of Control, Heads of Network. This is also suitable for external parties, especially equivalent roles in TOCs

**Duration:** 1 Day Day(s) **Class Size:** 9

**Competence Name Awarded****Competence Awarded****Course Code****Prerequisite Name****Prerequisite Short Code****Skills Assessment Scheme Regime****Course Type**

Face to Face

**Download Date:** 10/1/2025