

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