

# Station Operations

**Course Name**

NW&C; Conflict Management Refresher Workshop

**Course Description**

The Conflict Management refresher workshop is designed to train persons who deliver 'front line' customer services as part of their duties on Network Rail Infrastructure. Typically, this would involve those working at our Managed Stations. It is designed to develop a person's knowledge, understanding and skills and is therefore particularly suited to persons required to prove their competence in the station infrastructure domain in line with current industry standards.

**Audience**

All Managed Station Staff including: Mobility CSA Security CSA Station Control CSA Supervisors Agency Staff

**Duration:** 1 Day(s) **Class Size:** 10

**Competence Name Awarded**

N/A

**Competence Awarded**

N/A

**Course Code**

N/A

**Prerequisite Name**

N/A

**Prerequisite Short Code**

N/A

**Skills Assessment Scheme Regime**

N/A

**Course Type**

Face to Face

