



Advanced Communication Workshop for Managers

Accurate and professional Safety Critical Communication within the railway industry is a key element to achieving a high standard of safety and performance. This requires leadership from managers to reinforce the importance of the subject and to raise and maintain high standards. The interactive format draws on contributions from delegates on the Advanced Workshop for Managers to provide a further opportunity to share experience and spread best-practice across the industry. The Workshop would benefit staff from Network Rail, Train/Freight Operating Companies, and contactors.

Benefits

- Give managers the tools to effectively raise and manage the standard of railway voice communications
- Prepare managers to contribute to Communication Review Groups
- Improve ability of managers to assess railway communications and provide feedback to staff
- Improve safety and efficiency while providing exceptional value for money
- Flexible delivery - courses available nation-wide at a time and location to suit you
- Content can be tailored to meet your exact requirements

Aim and Objectives

To ensure that managers understand their roles and responsibilities in respect of railway voice communications. In order to achieve this, the Workshop will:

- Identify management responsibilities in respect of railway voice communications
- Identify the knowledge and skills requirements to fulfill those responsibilities
- Advise on how to deal with the associated barriers that have to be overcome
- Ensure the development of the railway voice communications standards of your staff
- Enable managers to practice making and objectively grading railway voice communications
- Ensure managers understand and practice how to conduct effective call monitoring and review sessions with staff, and how to provide constructive feedback

Location

Our Trainers are fully equipped to deliver the Workshop at your place of work; alternatively, we offer Workshops at our training facility in Moreton-In-Marsh, North Gloucestershire. In-house courses typically start at 0930 hrs and finish at approximately 1600 hrs, but timings can be tailored to suit; courses at Moreton-in-Marsh run from 1000 hrs to 1700 hrs.

Cost

Advanced Workshop for Managers Course Price List			
Venue	Price per person	Price per course (up to 8 delegates)	Price per additional delegate (up to max 4)
Moreton-In-Marsh	£120 + VAT	£1050 + VAT	£70 + VAT
In-House		£850 + VAT	£60 + VAT

Course Bookings and Queries

Please call to discuss your exact requirements:

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Or Kelly Smith

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Testimonials

Well delivered with a good mix of practical and presentation

An enjoyable workshop well delivered. I will take a lot of my information away and improve on my skills

Positive, well constructed course with a knowledgeable enthusiastic instructor

