



Benchmark Training Limited

Benchmark Training was established in 2005 by two former military officers to provide high quality training to the Rail industry. The company is based in London but has a presence throughout most of the UK and specializes in the provision of Leadership, Incident Management and Voice Communication training and development programmes.

Conflict Management and Effective Resolution Training

One of Benchmark's key capabilities is the provision of Conflict Management and Effective Resolution training for front-line customer service staff on the railways. We typically train customer service staff within an organization for whom alternative training isn't appropriate to their circumstances or hasn't been effective. We have trained over 40,000 railway personnel in the last three years and we have an intimate working knowledge of the special circumstances that railway personnel face when dealing with the general public, other members of the railway community and members of the Emergency Services. Our training is specifically tailored to meet the needs of personnel working on the railways and is focused on enabling them to work safely and effectively in an increasingly busy and pressurized environment.

Our training is tuned to meet the, often individual, needs of our client companies and, uniquely, we are also able to offer a subsequent, non-intervention, 'on the job' validation and coaching service should this be specified. We believe this type of service will become more widespread across the rail industry as employers look to improve working practices and employee performance to deliver improved services.

Our Conflict Management and Effective Resolution courses are designed to significantly improve staff security, confidence and performance and include development of the following skills:

- Recognising the root causes of all forms of conflict
- Defining the characteristics of conflict in general
- Identifying preferred styles of dealing with conflict
- Describing the importance of interpersonal behaviours when dealing with conflict
- Selecting the most appropriate tactic for dealing with conflict
- Recognising how different types of behaviour can impact on conflict situations
- Identifying the four stages in facilitating, confrontation and reconciliation

More specifically, the course will cover the following subject areas:

- Establishing personal objectives for the course
- Student's experiences of conflict situations
- Features and descriptors associated with conflict
- Characteristics of conflict
- The conflict mode instrument inventory
- The five methods for managing conflict
- Conflict and non-verbal communication
- Questioning techniques

- Listening skills that are important when dealing with conflict
- Barriers to effective listening
- Healthy and unhealthy conflict
- Assertiveness skills
- Transactional analysis - the ego-state model
- Facilitating confrontation and reconciliation
- A conflict resolution case study
- Completion of a personal action plan

All Benchmark trainers are fully trained, are PTS qualified and have the full range of interpersonal skills that you would expect for such an important role. The aim of our 'Conflict Management and Effective Resolution training is to:

“To provide railway customer service staff with the knowledge, skills and confidence to undertake their role in a professional and unhindered manner in order to improve their safety and performance”.

What We Offer:

- Tailored training for all front-line customer service and customer-facing staff on the railway
- Trainers who are carefully selected, qualified and experienced
- A 'Personal Action Plan portfolio for each student
- A full training validation service to measure improvements in safety and performance
- Post-training, 'on the job' coaching and evaluation service.

Why Benchmark Training?

- We are the only company currently delivering this complete capability on the railway
- We have an excellent track record with full references available
- Fully qualified, carefully selected and proven trainers with Rail Sector experience
- Our training programmes are certified to ISO 9001:2000 standards
- We are totally reliable and deliver outstanding value for money

If you would like more information on this course or would like to discuss your specific requirements, please contact us on:

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