



Other Rail Staff

Conductors/Guards

- **Communication and Conflict Management**

1 day 4 – 8 delegates

A one day course addressing the communication issues that customer-facing train crew may encounter while at work. The course includes enhanced communication skills, models of communication, dealing with conflict and managing difficult situations.

- **Stress Management**

1 day 4 – 8 delegates

This course helps individuals understand the psychological mechanisms involved in the human stress response and begins with highlighting the effects of harmful pressure to gain a better awareness of when harmful pressure may be having an impact. There is further learning around understanding the stress response and its impact on performance. The delegates will then develop tools and techniques for managing harmful pressure and increase their awareness of the issues around dealing with traumatic events if they should surface at work or home. In addition the course covers time management skills.

- **Human Factors**

1 day 4 – 8 delegates

Raises awareness of the Human Factors that have an impact on their performance at work and give them tools to address any areas identified as being development areas for enhanced performance.

Admin Staff

- **Stress and Time Management**

1 day 6 – 10 delegates

A course for administrative staff to give them the knowledge and skills to manage pressure and time more effectively. The course helps them understand the psychological mechanisms involved in the human stress response and begins with highlighting the effects of harmful pressure to gain a better awareness of when harmful pressure may be having an impact. There is further learning around understanding the stress response and its impact on performance. The delegates will then develop tools and techniques for managing harmful pressure when it may arise in the future.

- **Creative Problem Solving Techniques**

1 day 6 – 10 delegates

This course provides practical techniques for better problem solving. It is a hands-on course where delegates get to try out a variety of creative problem solving techniques and learn a more flexible approach to tackling difficult situations or challenges.

- **Developing Managerial Skills**

1 day 4 – 8 delegates

A course specifically for either new managers or those intending to achieve that grade looking at the basics of managerial skills around process, performance and people management.

Team Workshops

- **Team Development**

2 days Teams of 5 – 12

A course for established teams who would like to develop their team cohesion and enhance their performance and support one another more effectively.

Dealing with Trauma

- **Growth and Resolution after Fatality and Trauma (GRAFT)**

Workshops	3x 0.5 days	4 – 8 delegates
Individually tailored counselling for staff	6 – 8 sessions	1 person