

# Frontline Leadership Programme

**Course Name**

Network Rail Leader: Focussing on the Customer

**Course Description**

Develops knowledge, understanding and skills for good customer service. It covers when and how an individual's actions impact upon their customers whether negatively or positively. It considers how to resolve customer issues without compromising Network Rail.

**Audience**

Current or future front line managers.

**Duration:** 0.5 Day(s) **Class Size:** 14

**Competence Name Awarded**

N/A

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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

**Download Date:** 28/11/2021