

Railway Operations

Course Name

Shifting the Tone

Course Description

This interactive workshop recognises that Shift Signal Managers have the responsibility of supervising Signallers on a shift without having received any formal “people skills” development. The purpose of the two-day event will be to utilise the skills that the SSM’s have acquired around supervising the signallers and will allow opportunities for self-reflection, honest open conversations, and debate in a safe space. As well as giving the skills knowledge and attitude required to have conversations with signallers that will “deliver a positive culture” in their Ops environment. The two-day session will be practical in its approach and will provide the opportunity to practice & observe behaviour and to reflect as a group of SSM’s on the most effective way forward. The learning experience will also include practical links to relevant people management tools/techniques, skills practice sessions, and an exploration of a tribunal case study.

Audience

Shift Signal Managers

Duration: 2 Days **Day(s)** **Class Size:** 16**Competence Name Awarded****Competence Awarded****Course Code****Prerequisite Name****Prerequisite Short Code****Skills Assessment Scheme Regime****Course Type**

Face to Face

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