

The Training Method of Communication Skills for Train Dispatchers in Abnormal Situations

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It is necessary for train dispatchers to share risk information with their team members or superiors in order to deal with an abnormal situation of train traffic control. We therefore developed a training method of communication skills for train dispatchers which consisted of risk scenarios, assessment indexes of communication skills and a training program. We also made 45 items of communication skills and promoted the understanding of communication skills by using it. This training method can be easily introduced into actual train traffic control fields. We conducted trial experiments by actual train dispatchers and confirmed the effectiveness.