

# MANAGING AND COMMUNICATING DURING TENSION AND CRISIS SITUATIONS



## TARGET AUDIENCE

Sales supervisors.



## GOALS

Knowing how to manage and communicate on stressful and crisis situations by integrating the safety rules vis-à-vis customers and employees.



## PREREQUISITES

Have held the position of sales train agent.



## EDUCATIONAL MODALITIES

Filmed scenario exercises, role-playing, field visit.



## DURATION: 4,5 Days



## PROGRAM

- Determine the issues and components of a stressful situation
- Identify customer expectations in a disrupted situation
- Know the organizations dedicated to the management of the disrupted situation and their management tools
- Remind the traveler of the principles of information
- Know the terms of care, procedures and specifics for managing disrupted situations
- Identify the issues and the safety context at ONCF (inventory of safety phenomena and the company's positioning)
- Knowing how to manage conflicts (attitude, placement Identify the media environment, communication rules, relations with external authorities and effective behavior towards the media in a crisis situation.