

WELCOME TO WESTWOOD.

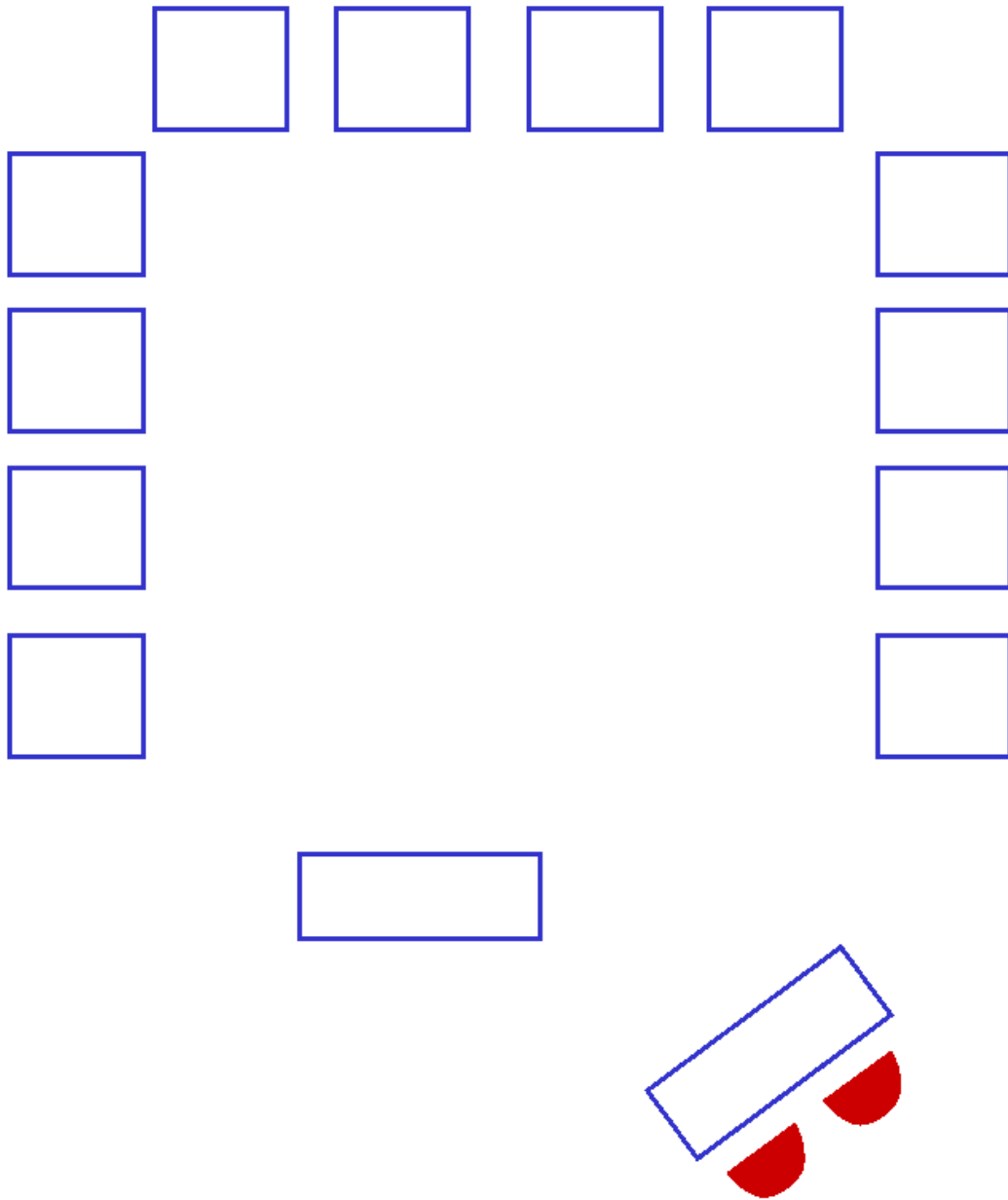
Network Rail opened its Leadership Development Centre here, on the outskirts of Coventry, adjacent to the University of Warwick campus, in 2005. In the entrance area you will see a plaque recording that the facility was formally opened by Sir Steve Redgrave CBE. Prior to Network Rail, the buildings were in the ownership of Cable and Wireless (some of whose equipment is still on site). In 1993 it won the Royal Fine Arts Commission/Sunday Times "Building of the Year Award".

Your overnight accommodation will be allocated to you later this afternoon; the hotel reception is open from 16:00. Check out is 10:00 but if you can be clear of your room just after breakfast on the last day, this would be appreciated.

There is a railway telephone, with 91 'BT' access, in your bedroom to enable you to keep in touch with loved ones back at home. There is no charge to use this facility; please don't abuse it. There is a breakout area overlooking the eye of learning with a bank of networked PCs. It takes a few minutes for the PC to copy your NR logon identity; you'll find it easier to keep logging on using the same PC where this is possible.

Breakfast, lunch and dinner are all provided as appropriate. Courses tend to be allocated particular groups of tables in the main restaurant – please check with the staff on duty (who will want to see your Westwood ID Badge) before taking a seat. Lunch can be taken in either the main restaurant or as a snack from the cafe on the ground floor.

NR's Drugs and Alcohol policy is rigidly enforced. There are two bars on site. A lounge bar, open during dinner service, is located above the restaurant. There is a social area in the sports centre (complete with a couple of pool tables). You should have received an e-mail last week from the leisure team encouraging you to use the gym and swimming pool. The bar closes at 23:00 and a short 'drink-up' time is allowed. Like any hotel, drinks can be charged to your room and then paid off in one sum when you check out.



NOTES

EXERCISE

Please spend a few moments in pairs and work out what you want said about yourself; why you're here and what you would like to get out of the next couple of days. What basic rules would you wish the course to adopt? Then, when your turn comes, introduce your partner to the rest of the group.

SPEAKING HINTS

1. Reading from notes will ensure that everything you want to say gets covered BUT it makes it difficult to engage with your audience
2. Your notes should consist of the keywords or the points you want to get across – a sort of skeleton argument. You may refer to your notes occasionally to maintain the thread of your speech, while for the most part of you will be able to speak directly to the audience.
3. As with reading from a script, you should be careful not to lapse into a monotonous recitation of your speech.

SELF-REFLECTION

Use this page to capture anything you would like to feedback to us at the end of the course. Anything you would like to feedback to your line manager when you return to work or any 'eureka!' moments¹ you may have over the next couple of days.

¹ From the Greek "I have found it"

AIMS & OBJECTIVES OF THE COURSE

- To gain knowledge and understanding of the core skills of Train Planning i.e. by using our 'brains' rather than computers. Not only how to do the job but to think how to do the job!
- To appreciate the process of developing the Long Term (annual) Timetable from beginning to understand what imperatives a Train Operator is seeking to achieve, through to the end when a traveller steps off their train at their destination.
- To understand the targets, relationships and the issues within the world of Operational Planning.
- To understand who are customers are and what are their constraints and frustrations.
- To appreciate how important the product (the Annual Timetable) is to the Rail Industry and beyond.
- To gain an understanding of the performance relationship between train schedules, delay lateness and Schedule 8.
- To gain the confidence to present timetabling issues to others
- To share with each other our needs and our ideas.

REVIEW OF DAY 1

Spend a moment, (feel free to work in pairs) just reflecting on what we covered in yesterday's sessions. Make a note of the key learning points you remember. During the group discussion add any points that others offer with which you concur.

Add any 'eureka!' moments to the Self-Reflection notes on Page 4.

REVIEW OF DAY 2

Spend a moment, (feel free to work in pairs) just reflecting on what we covered in yesterday's sessions. Make a note of the key learning points you remember. During the group discussion add any points that others offer with which you concur.

Add any 'eureka!' moments to the Self-Reflection notes on Page 4.

REVIEW OF DAY 3

Spend a moment, (feel free to work in pairs) just reflecting on what we covered in today's sessions. Make a note of the key learning points you remember. During the group discussion add any points that others offer with which you concur.

Add any 'eureka!' moments to the Self-Reflection notes on Page 4.

What, during the course has been a Hindrance to you?

What, during the course has been very Helpful to you?