



Conflict Resolution & De-escalation Techniques for the Frontline Transit Worker



Transit Experience Group



Transit Experience Group

OUR MISSION

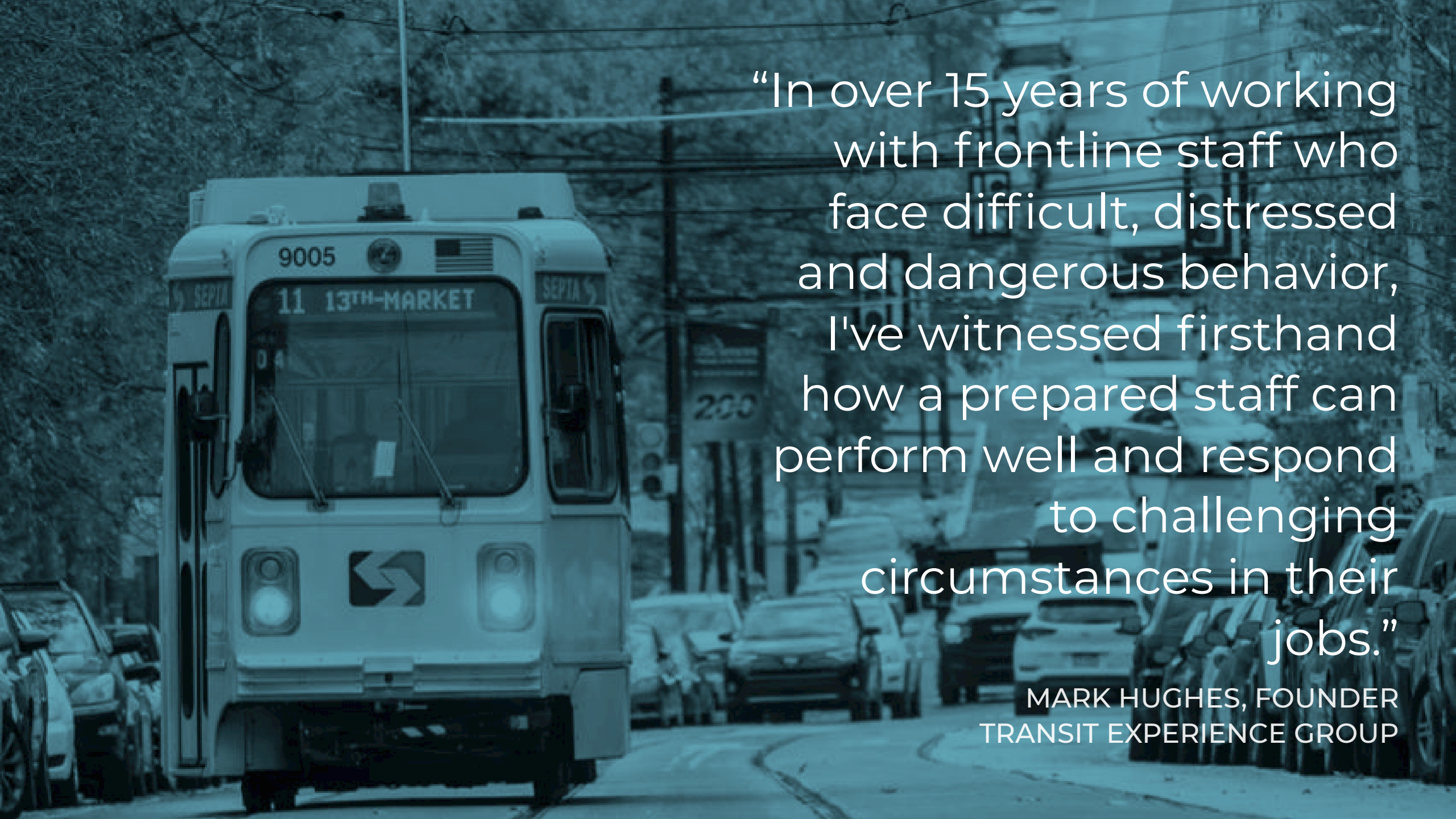
The Transit Experience Group empowers frontline transit workers through customized training to help frontline transit workers manage challenging situations and perform their duties effectively.





Empowering Frontline Transit Workers

Frontline transit workers are the backbone and face of the public transit system, responsible for delivering safe, reliable, and positive experiences to passengers. By providing these essential employees with tailored training, Transit Experience Group empowers them to effectively manage challenging situations and perform their duties with confidence.



“In over 15 years of working with frontline staff who face difficult, distressed and dangerous behavior, I've witnessed firsthand how a prepared staff can perform well and respond to challenging circumstances in their jobs.”

MARK HUGHES, FOUNDER
TRANSIT EXPERIENCE GROUP