

## Erratum

This article has been withdrawn as it was published elsewhere and accidentally duplicated. The original article can be seen here: [10.1108/00197859810225634](https://doi.org/10.1108/00197859810225634). When citing the article, please cite: Alan W. Marsden, (1998), "Training railway operating staff to understand and manage passenger and crowd behaviour", *Industrial and Commercial Training*, Vol. 30 Iss: 5, pp. 171 - 175.