

Advanced Group Crisis Intervention



Course aim

This course is designed for anyone in the Air Traffic Management (ATM) system who desires to increase their knowledge of group crisis intervention techniques in the field in a time of a *complex* major crisis. The course provides participants with the latest information on Critical Incident Stress Management (CISM) techniques and post-trauma syndromes. It prepares them for complex CISM responses to groups who have endured a major and difficult crisis in the work environment. The course covers specific, proven strategies to intervene with those suffering the ill effects of their exposure to trauma, with emphasis on advanced defusings and debriefings in complex situations.

After completing this course, the participants:

- Have knowledge of psychological response in a complex CISM group context.
- Are able to practice Complex Group Crisis CISM techniques and interventions.
- Plan for, understand and implement the different CISM protocols in varied and complex emergency situations.
- Refer to a higher level authority when necessary.

Course structure

The course duration is up to 3 days (18 contact hours). The course takes place as classroom training with theory and discussion, role-play exercises, and reflective activities, all in the context of the ATC/ATM workplace. During the role-play scenarios, students receive immediate feedback.

Content in brief

The training includes topics such as, but not limited to:

- Relevant research findings.
- Managing complex group oriented crisis interventions.
- Nature and importance of incident assessment.
- Strategic intervention planning.
- Comprehensive, integrated, systematic and multi-component CISM.
- Concepts of enhanced group processes.
- Significantly delayed interventions.
- "Multiple incident CISM".
- Suicide of a colleague.
- Small group crisis support sessions after a disaster.

ADVANCED GROUP CRISIS INTERVENTION



Prerequisites

- International Critical Incident Stress Foundation (ICISF) course “Assisting Individuals in Crisis” CISM course, University of Maryland, British Columbia Maryland (UMBC).
- ICISF course “Basic Group Crisis Intervention” CISM course, UMBC.
- We recommend an English language proficiency of at least ICAO level 4.

Compliance with regulations

- The Advanced Group Crisis Intervention course complies with Critical Incident Stress Management protocols and standards as taught by the ICISF and the UMBC.
- Entry Point North is certified as a training organization according to European Regulations by the Swedish CAA.