

Assisting Individuals In Crisis



Course aim

This course is designed for anyone in the Air Traffic Management (ATM) system who desires to increase their knowledge of individual (one-on-one) crisis intervention techniques in the field and be equipped to provide Peer Support to colleagues in times of crisis. It teaches participants the fundamentals of, and a specific protocol for, individual crisis intervention in a peer-to-peer environment, to provide psychological support to colleagues going through a crisis.

Crisis Intervention is not psychotherapy; rather, it is a specialized acute emergency mental health intervention that requires specialized training. As physical first aid is to surgery, crisis intervention is to psychotherapy. Thus, crisis intervention is sometimes called “emotional first aid”.

After completing this course, the participants:

- Have knowledge in accordance with CISM standards.
- Are able to practice Individual Crisis CISM techniques.
- Understand and implement the CISM protocols.
- Refer to a higher level authority when necessary.

Course structure

The course duration is approximately 3 days. The course takes place as 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:

- Psychological crisis and psychological crisis intervention.
- Resistance, resiliency, recovery continuum.
- Critical incident stress management.
- Evidence-based practice.
- Basic crisis communication techniques.
- Common psychological and behavioral crisis reactions.
- Putative and empirically-derived mechanisms.
- SAFER-Revised model.
- Suicide intervention.
- Risks of iatrogenic “harm”.

Prerequisites

There are no prerequisites for taking part in this course.

Compliance with regulations

- The Assisting Individuals in Crisis and Peer Support course complies with Critical Incident Stress Management protocols as taught by the International Critical Incident Stress Foundation (ICISF) and the University of Maryland, British Columbia, USA (UMBC).
- Entry Point North is certified as a training organization according to European Regulations by the Swedish CAA. The Basic ATC course program is approved by the Swedish CAA.