

Basic 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 major crisis. It presents core elements of a comprehensive, systematic and multi-component crisis intervention curriculum, and prepares participants to understand a wide range of crisis intervention services.

- After completing this course, the participants:
 - Have knowledge of psychological response in a CISM group context.
 - Are able to practice Group Crisis CISM techniques.
 - Understand and implement the different CISM protocols depending on context.
 - Refer to a higher level authority when necessary.

Course structure

The course duration is up to 3 days (18 contact hours). If combined with the Assisting Individuals in Crisis & Peer Support course, the total combined course duration is 3-4 days. 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.
- Relevant recommendations for practice.
- Incident assessment.
- Strategic intervention planning.
- “Resistance, resilience, recovery” continuum.
- Large group crisis interventions.
- Small group crisis interventions.
- Adverse outcome associated with crisis intervention.
- RITS (Rest, Information and Transition Service) and CMB (Crisis Management Briefing).
- Critical Incident Stress Debriefing (CISD).
- Appropriate follow-up services and referrals when necessary.

Prerequisites

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

Compliance with regulations

- The 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. The Basic ATC course program is approved by the Swedish CAA.