

CRITICAL INCIDENT STRESS MANAGEMENT



COURSE SUMMARY - INITIAL TRAINING

Our initial Critical Incident Stress Management (CISM) training course provides participants with the foundations to implement a CISM programme as part of an Air Navigation Service Provider's initiative to comply with Commission Regulation (EU) 2017/373.

The course is based on the 'Mitchell Method' that was developed after the United Airlines Flight 232 crash in 1989 at Sioux City Airport, USA when controllers on duty did not receive the help they needed. The Mitchell Method is used worldwide by trained CISM peers.

The course covers key elements of a CISM programme to enable participants providing structured assistance for a normal reaction in an abnormal event. CISM creates a preparedness in the team for adaptive, short term processes that focus on the immediate critical incident and includes help for the individual and team to get back to normal operation post-incident. The CISM intervention strategies are simulated in exercises where participants will gain the desired experiences.

PREREQUISITES

- Good communication and listening skills
- A good command of written and oral English

COURSE CONTENT

- The Mitchell Method and the concept of CISM
- Identification of critical incidents (CI) including examples of CI symptoms
- Effects of a CI on individuals and groups including examples of typical stress reactions
- Enabling participants to generate options as to how the person involved in an incident gets through the first 24 – 72 hours in the best possible way
- Exercises for individual intervention strategies
- Protecting yourself as CISM peer



Course Duration
4 DAYS



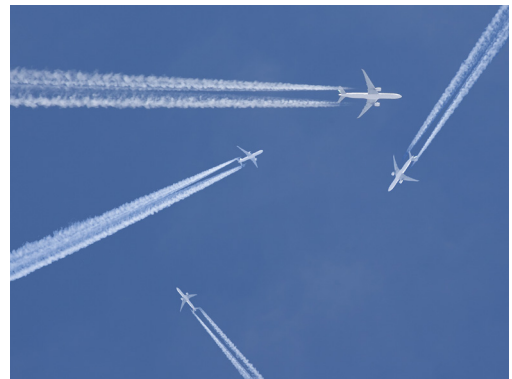
Group Size
6 - 12



Course Dates
CALL FOR DETAILS

Who should attend the course?

Our Critical Incident Stress Management training programme is designed for any Air Navigation Service Provider to establish and maintain a peer driven CISM programme. Managers with operational responsibilities will also benefit from the training in order to provide optimal support to CISM peers.



For more information about this or any other course please contact:

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