



## Personnel Support Aviation Limited

Calderpark House - 63 Calder Street  
Lochwinnoch - PA12 4DG

Training in: Human Factors - Resilience - Post Incident Support

PSA Ltd is delivering a training course in ICISF accredited Critical Incident Stress Management (CISM) - **Combined Assisting Individuals in Crisis and Group Crisis Intervention 3 Day Course**.

The training is offered online for 11-12 May and in person on 13 May 2022 in a Glasgow venue.

### Course Description

Training takes place from 8.30am – 5.30pm each day. The intentions are for the first day to be delivered online and the remainder to be delivered in person in a space adhering to current Covid-19 guidelines. To ensure safety of participants and to adhere to government regulations the mode of delivery may change, so we would advise you not to book travel or accommodation until closer to the time, we will keep you updated.

### Critical Incident Stress Management is:

- A range of measures to support individuals and groups who have experienced traumatic events and challenging situations.
- A professionally recognised process for teams to share their experiences, vent emotions, learn about stress reactions and symptoms.
- A programme that enhances natural resilience and promotes psychological wellbeing.
- Successfully deployed by PSA in Healthcare, Education, Emergency Services, Aviation, Employee Assistance, Mental Health, Armed Forces and Charities.

Over one million people are trained in ICISF CISM worldwide. PSA has delivered CISM and peer support training to hundreds of individuals across many NHS Boards and Trusts and in the aviation field in the UK, to support staff through the COVID-19 pandemic.

CISM is an intervention programme developed specifically for dealing with traumatic events at a peer level. While it requires specialised training, it is not psychotherapy or counselling. It is a confidential, voluntary and educative process, sometimes called 'psychological first aid'. The **Assisting Individuals in Crisis** programme is designed to teach participants the fundamentals of, and a specific protocol for, individual crisis intervention, based on a recognised model (SAFER-Revised) covering the core elements of the system, basic intervention techniques and common crisis reactions. **Group Crisis Intervention** will prepare participants to understand a wide range of crisis intervention services and is designed to present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum. Fundamentals of CISM will be outlined and participants will leave with the knowledge and tools required to provide several different types of group crisis interventions, including Rest, Information and Transition Services (RITS), defusing's and the Critical Incident Stress Debriefing (CISD). The need for appropriate follow-up services and referrals when necessary will also be discussed.

Course participants will receive a copy of the ICISF workbooks, ICISF/University of Maryland Certificates of Attendance as well as lunch and refreshments. More details on CISM are available at [icisf.org](http://icisf.org).



Enabling Human Factors

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### Cost

Registration: £800.00 + VAT (public/third sector discount available), payable in full by bank transfer/cheque, 2 weeks in advance of course starting to secure a place.

Registration is non-refundable but if a participant is unable to attend the 3 days, a place will be offered on a future course (subject to an administration fee of up to £70 depending on the venue). Limited places available, please email [contact@psa-ltd.com](mailto:contact@psa-ltd.com) to book.