

Vad händer när det händer?

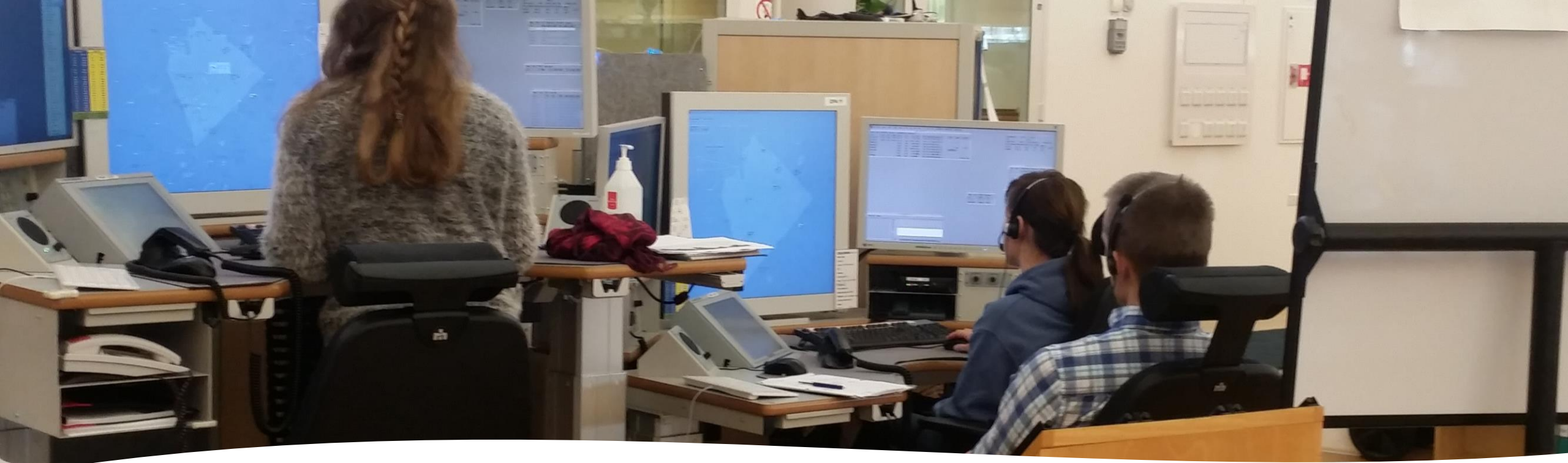
- TRM, stress och krishantering



Agenda:

- Setting the scene
- TRM: From a European perspective
- Critical Incident Stress Management
- Case studies
- Conclusions



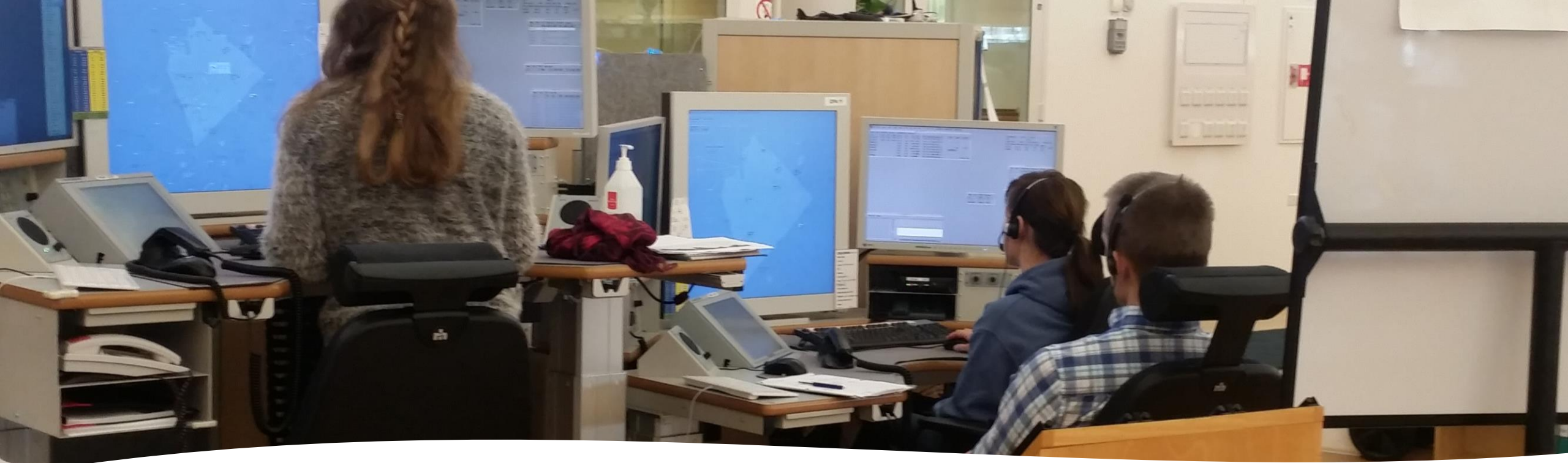


Complexity in ATC

- Sector(s)
- Handover then released
- Adjacent unit
- Adjacent countries
- Instructor / Student
- Executive /Planner
- MIL/ CIV

From an European perspective

- Interview with Mika Virolainen Human Factors Specialist Finntraffic.



Vad händer när det händer?
[CISM Skyguide.](#)

Critical Incident Stress Management

Structured assistance for a **normal reaction to an abnormal event.**

Being **proactive** in preparing individual and organizations for a critical incident

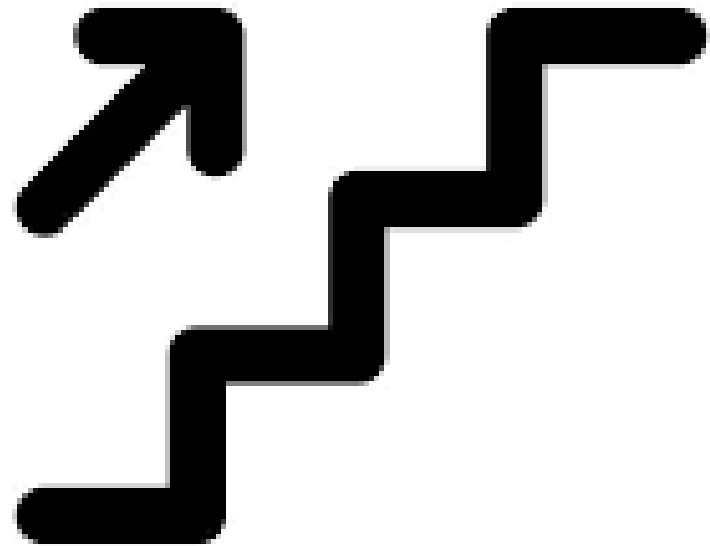
Objectives to be achieved by applying CISM:

- Reduction of CIS-reaction.
- Reactivation of cognitive functions and processes affected by the incident.
- Re-establishment of individual and work-related capabilities.



The staircase

- **Psychotherapy** MHP (e.g EMDR, CBT)
- **Debriefing**, detail, trianed crisis support
- **Defusing** small group or individually
- **Peer support**
- **Individual**, self-help methods



Stressor (mild, strong, extreme)

Incident → Stressors → Emotional reaction

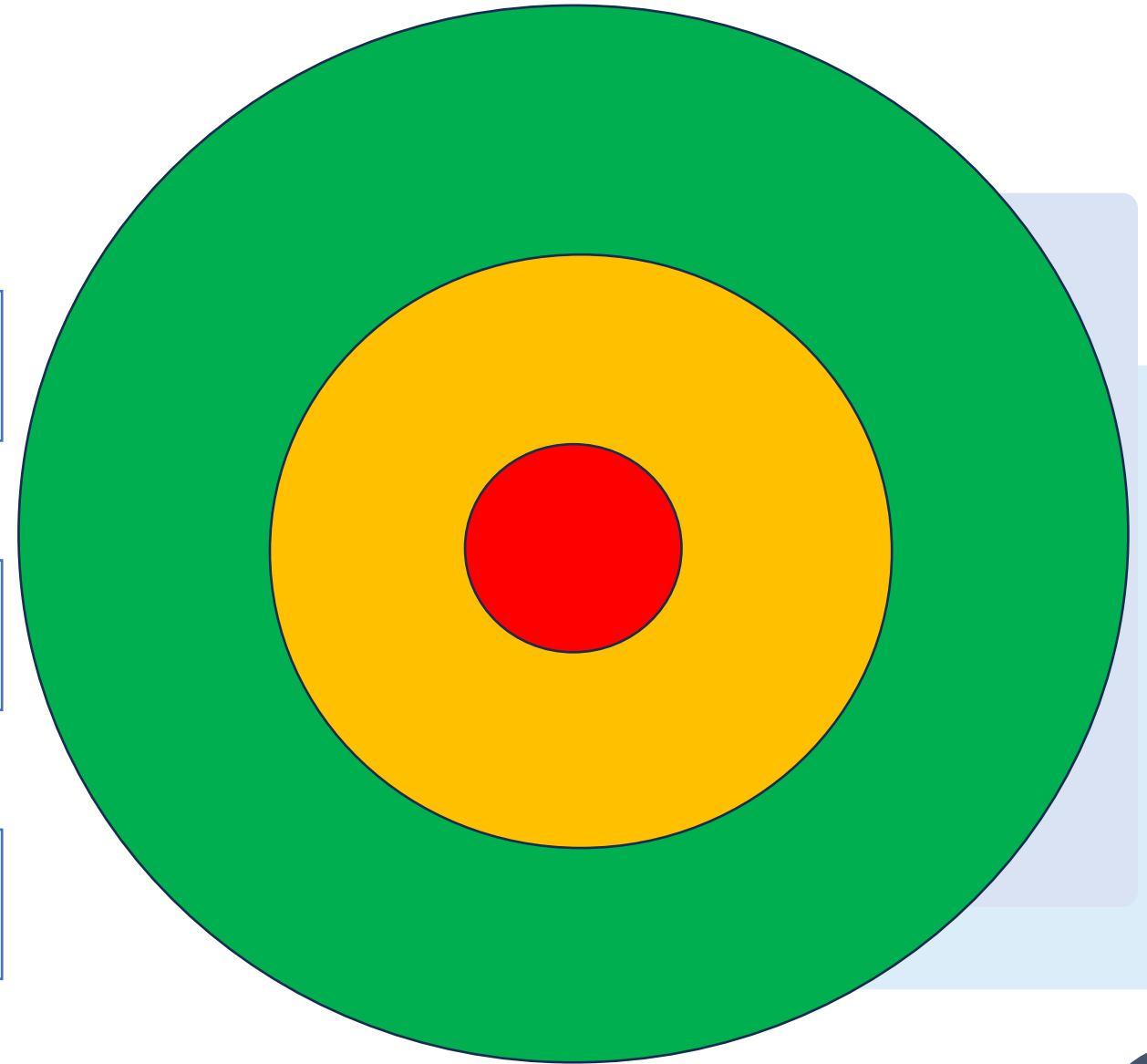
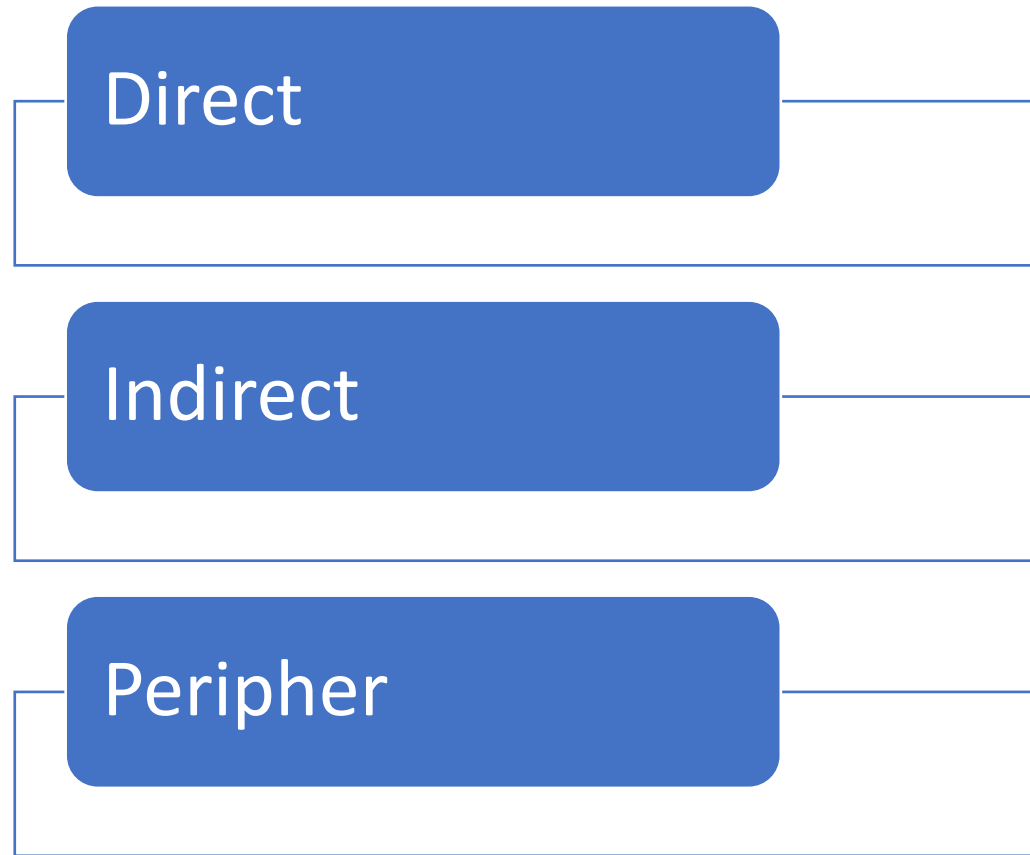
Loss → Sorrow

Threat → Fear, anger

Responsibility → Shame, guilt



Assessment: Who?



Fact → Thought → Feeling →



A large orange circle is positioned on the left side of the slide, partially overlapping the text.

Reframing: From → To

Passive → Active

Victime → Survivor

Lucky → Skilled

Problem → Challenge

Forced → Choice

Instinct → Learned through training

Whatch out!

too: early

close

often

much

eager



Major incidents



Nov -15, radarfailure due to solar flares, several radar screens blurry.

Oct-17 Smoke from fires in Portugal, Number of Aircrafts declares emergency.

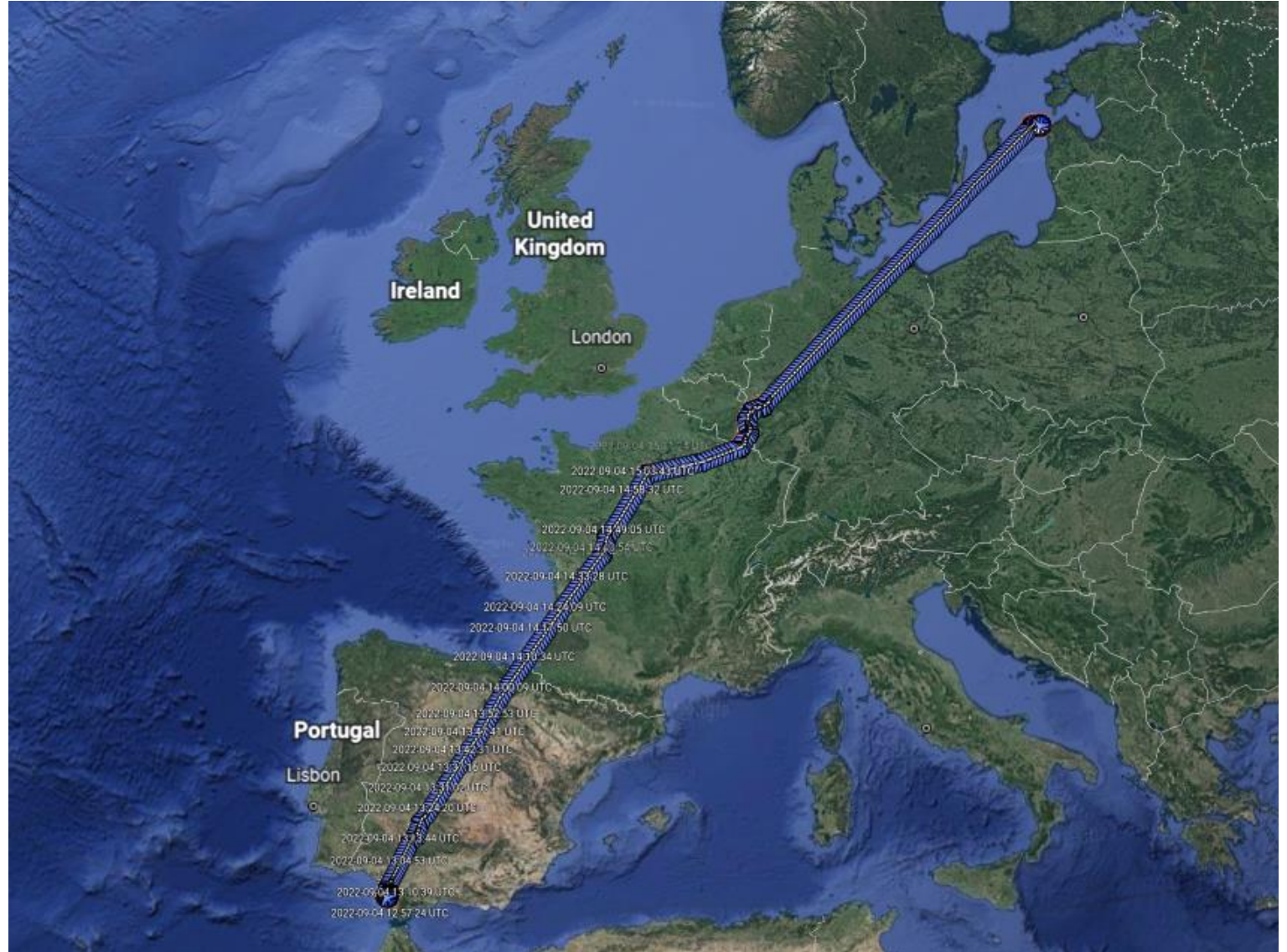


Lessons learnt

- Everyone in Ops were affected.
- In the middle, hard to see the need.
- Difficult to reach everyone who needed help, everyone should have been offered CISM.
- Debrief with everyone, know what actually happend. Who should be invited?
- Someone else who were not on the shift do the talks.
- The peers not on duty in Ops that day.
- SUP need to be relieved.
- 19 ATCO offered → 13 talks (solar flare).



4th of
September
2022



22 seconds

All times: UTC

12:57, T/O from Jerez (Spain) to Cologne (Germany). Pilot + 3 PAX

13:30 FL 360 reached

13:42:05 Pilot: „Madrid Radar from OE-FGR.“

13:42:13 ATC: „OE-GFR go“

13:42:14: Pilot: „There is a problem with the air condition, request direct descending.“

13:42:21 ATC: „Direct where please?“

13:42:27 Pilot: „Problems with air condition eh pressurization, we request rapido descending.“

During this message distinct background noise could be heard.

13:42:46 ATC: „Confirm OE-GFR requesting descent?“

No answer.

13:47:30 ATC: „Change to frequency (of neighbouring sector)

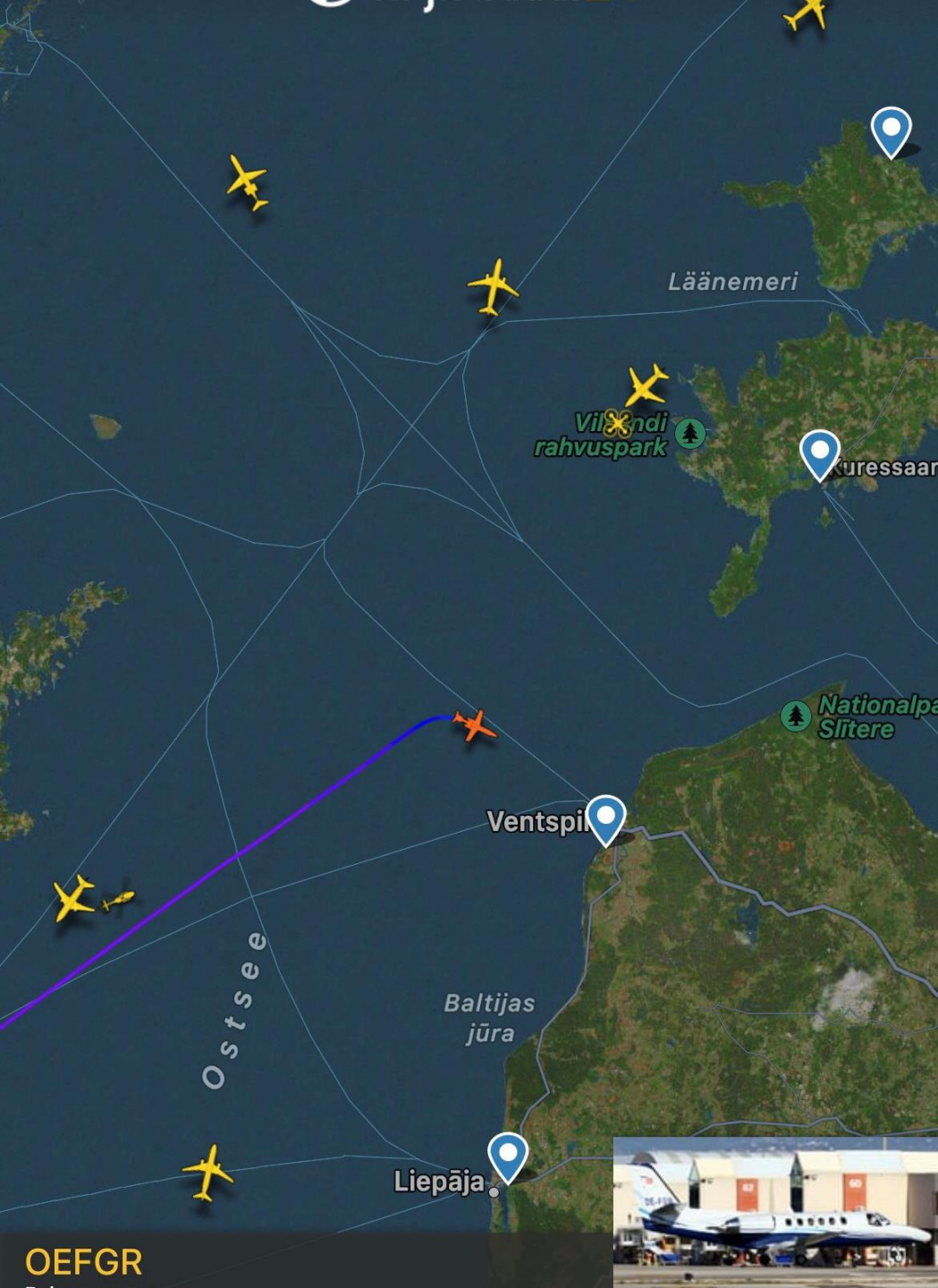
No answer.

4th of September 2022 1615z --> 1745z

During:



✓ Safety first



Private Business Flight 4th of Sep 2022

- [Ijud](#) 🎧

OEFGR

4th of September 2022 1615z --> 1745z

During:



After:

- ✓ Debrief the shift
- ✓ Everyone on the shift got CISM-sms
- ✓ The peers involved didn't do any CISM debrief
- ✓ Instant information from management to everyone in the company.
- ✓ E-CISM contact with DFS



Key for the organisation

- Voting (~ 25 peers LFV)
- New employees get CISM training
- New OJT get CISM training
- Information on Intranet and meetings
- Confidentiality
- Follow up
- Awareness
- Support from management



Key for the peer

- Meet/debrief every Q
- Close communication in chatforum
- Refresher training once/year
- Supporting each other
- Boundary Ops/private
- Limits, say "no"
- Awareness
- Support from management



4 Conflicts

- Close versus distance
- Professional versus amateur
- The employer's responsibility and role in relation to the support group's goals and purpose.
- Role conflicts for the members of the peer support group.

conclusions

