

**COURSE PROSPECTUS**  
**CRITICAL INCIDENT**  
**STRESS MANAGEMENT**



### Course Summary

The management of air traffic within an organisation encompasses many factors which involve skilled personnel and harmonised systems that allow aircraft to operate safely and efficiently within an airspace.

Our Critical Incident Stress management course demonstrates how to provide structured assistance following the human reaction to an abnormal event or critical incident.

We teach a stepped approach towards coping with critical incident stress reactions, through direct and immediate intervention, which decreases the probability of consequential disorders.

### Course Curriculum

- Understanding the Human Reaction to Abnormal Events or Critical Incidents
- Coping with Critical Incident Stress Reactions
- Providing Structured Assistance

### Who Is This Course For?

This course is designed for candidates looking to become an Air Traffic Management or Aviation Safety Management Specialist. However, it is equally valuable to Air Traffic Controllers and ATC Managers looking to broaden their understanding of Air Traffic Management.

In addition, all candidates hoping to take this course must be able to demonstrate an excellent command of oral and written English, assessed to ICAO Level 4 English Language Proficiency at minimum



**Course Duration**  
1-5 Days



**Group Size**  
1-20 Students  
per Course