

While the incidence of mental health in the general population is on the rise, the magnitude of mental health problems in aviation is not so well understood largely due to perceived stigma and discrimination issues, fear of loss of employment and sensitivity around loss of license for pilots.

Aviation mental health has become more of a concern among airlines, regulators, and passengers since the 2015 Germanwings crash and the lesser known LAM Flight 470 accident in Namibia in 2013. These accidents have highlighted that mental health problems are present in aviation, just like in any other industry, but more must be done to more effectively manage these issues. While the mental health of pilots has been the focus following the Germanwings crash, other flight operations safety sensitive personnel like cabin crew, maintenance, air traffic services and airport/ground handling staff should not be forgotten.



One effective strategy to proactively manage mental health issues, addiction and life stress issues in aviation has been the introduction of Peer Support Programs. The European Aviation Safety Agency (EASA) has indicated that it will mandate pilot peer support programs for airlines by 2020 and the FAA and other State jurisdictions are expected to follow.

This 5-day Aviation Mental Health and Wellbeing Management Program is designed for any sector of the aviation industry and will equip aviation personnel with the knowledge and skills to more effectively manage mental health and wellbeing issues. Regardless of whether your organisation has well established mental health and wellbeing programs or are still exploring ways to manage these sensitive issues, this workshop will provide greater clarity on the essential elements required for success and the critical role that a Peer Support Program (PSP) plays in breaking down a reluctance of impacted persons to seek help.

WHAT YOU WILL LEARN?

This practical workshop style program is designed for all aviation personnel concerned with improving the understanding and management of mental health and welfare issues, while maintaining the highest levels of safety, within the international aviation community. The objectives of this program are for participants to:

- Identify the incidence and scope of mental health, addiction and general well-being issues across various aviation safety critical roles.
- Understand the key challenges and barriers to identifying mental health and wellbeing issues within the aviation industry.

- Understand the underlying systemic factors that has led to the mismanagement of mental health issues in recent aviation accidents.
- Understand the critical role that peer support representatives play in bringing sensitive issues out into the open and providing non-judgmental assistance to those that need it.
- Participate in practical exercises that will facilitate knowledge and skills to become peer support representatives.
- Understanding the key steps required to establish a peer support program, or improve an existing program, through participation in a practical business case activity

WHAT IS COVERED?

- Introduction to Mental Health:
 - Global Mental Health issues in perspective
 - A focus on suicide
 - Why mental health issues are on the rise?
 - Promotion of the program
 - Stigma, bias and myths about mental health.
 - Challenges to better managing mental health issues in aviation safety sensitive roles
- Mental Health in aviation:
 - The incidence of Mental Health issues in aviation
 - Accident case studies
 - The link between mental health and addiction
 - How big is the problem of mental health in aviation?
 - Enablers and barriers to managing mental health issues in aviation
 - Case Study: The Human Intervention Motivation Study (HIMS)
- Employee Assistance Programs (EAP):
 - The purpose of an EAP
 - The essential characteristics of an EAP
 - The advantages and disadvantages of EAP initiatives
 - Differences between EAP and Peer Support Programs (PSP)
- Introduction to Peer Support Programs (PSP):
 - What is a peer support program (PSP)?
 - The history of the peer support movement
 - The rationale and essential elements of a PSP
 - The benefits and advantages of a PSP
 - Different types of PSP's:
 - Attributes of a successful PSP
- Peer Support Program (PSP) Organisation and Structure:
 - Recommended structure
 - Key responsibilities and Legal framework
 - Revenue
 - Documentation and record keeping
 - PSP's and the organisations SMS
 - Data Protection and confidentiality
 - The non-punitive nature of PSP's



- Peer Support Program Volunteers (PSPV):
 - The required attributes of PSPV's
 - Selecting PSPV's
 - Role and scope of a PSPV
 - Training requirements for a PSPV
 - Code of ethics for PSPV's
- The essential knowledge requirements of PSPV's:
 - Effective Listening skills
 - Mental and physical responses to stressors
 - Understanding substance abuse
 - Conflict resolution process
 - Medical regulatory considerations
 - Trauma, stress, grief and loss
 - Suicide prevention protocols
 - Confidentiality, case escalation triggers and protocols
 - The limitations of the PSPV role
 - PSPV self-care.
- Essential Skills for PSPV's:
 - The HELP model
 - Attending to the impacted person
 - The art of listening
 - Personalising the presenting issue
 - Initiating the required help
 - The importance of continued contact
- Case Escalation Triggers and Protocols:
 - Ensuing flight safety when fitness for duty is compromised
 - Specific triggers for escalation
 - Confidentiality versus public and personal safety
- Major Course Exercise:
 - In small groups, participants will be required to develop a PSP for a fictitious international air carrier

WHO SHOULD ATTEND?

This workshop style program is designed for all personnel expected to provide support to aviation safety sensitive personnel regarding mental health and physical well-being. Typically, this includes:

- Flight Operations and Cabin Crew Managers
- Air crew welfare and support representatives
- Human Resource Managers
- WHS and return to work professionals
- Aviation safety regulators
- Aircrew union and association representatives
- Maintenance service providers
- Air Navigation Service providers
- Airport/ground handling personnel

COURSE LOCATIONS

Brisbane, Dubai, Singapore & Sydney.

DURATION

5 days

FEE

USD\$2,050 p/p (AUS); USD\$2,300 p/p (Singapore & UAE)

DISCOUNT

- Group Discount – Three or more participants registered for the same course, from the same organisation and billing source:
 - Three to six: 10%; Seven or more: 20%

LEARNING ACTIVITIES

- Interactive presentations
- Team Based Case Study work
- Provision of USB drive with comprehensive papers, tools, resources, templates and checklists that can be applied back in the workplace

COURSE FACILITATORS

Dr Graham Edkins has worked as an aviation psychologist for over 25 years having held previous roles with Qantas Airways, the Australian Civil Aviation Safety Authority and the Australian Transport Safety Bureau. Dr Edkins brings a wealth of experience and detailed knowledge of aviation safety incident investigation, critical incident stress management and practical human error management programs. As the Manager of Aviation Psychology Services for Qantas Airways, Dr Edkins established an Employee Assistance Program (EAP), introduced aircrew critical incident operational debriefing programs and established contemporary non-technical skills (NTS) training and assessment initiatives across the Qantas Group. Dr Edkins is highly sought after as an expert on safety culture change, safety leadership, human factors/human error management and systemic safety investigations within the aviation industry.



Captain Todd Mickleson is a current B737 Captain and the Human Intervention Motivation Study (HIMS) representative and pilot peer support program (PSP) representative for a major international airline in the Asia Pacific region. He is a qualified Flight Instructor, type-rated on the B737, B747, and B757/767 aircraft, and has accumulated more than 15,000 flying hours, including 8,500 hours as Pilot in Command. Captain Mickleson has a Bachelors' Degree in Aviation, majoring in Human Factors and Safety Management, and has been involved in the development and implementation of Safety Management Systems (SMS) and Human Factors (HF) programs at all levels of the aviation industry for more than 20 years.



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