

# Trauma Support Training

## Back on track (for non-driver roles) – 3 hour online version

There are on average 250 suicides a year on the railways which have a major impact on a wide range of people directly and indirectly involved and the rail industry as a whole.

Although much work has been put into preventing incidents, it is acknowledged that it is equally important to ensure that the trauma experienced after the event is also managed effectively.

Those involved in rail fatalities occasionally feel extremely guilty, as though they were responsible for the event, or could have done more to prevent it. Although such feelings are almost always misplaced, they can prolong the trauma experienced if not understood and managed effectively.

The aim of this course is to highlight the trauma caused by railway incidents including fatalities on the railway and techniques to assist recovery.

### Course objectives

At the end of this session you will be able to:

- Identify what trauma is
- Understand why people react differently to traumatic events
- Provide first aid in emotional support to colleagues
- Consider individual coping strategies

### Course outline

The course has been tailored specifically to the needs of those working in higher risk roles, or managing staff in higher risk roles, who may come into contact with team members/colleagues suffering from trauma (e.g. drivers, MOMs, BTP officers, station staff).

- Welcome and Introduction – expectations for the day
- A Short Story
- What is Trauma?
- The Listening Wheel - a practical model for listening skills within our professional boundaries whilst helping others to feel understood and valued

- Support and Individual Coping Strategies
- Closing Session and Evaluation

## Course feedback

Average score of 4.9 out of 5 (*as of March 2020 from over 1400 rail industry employees trained*)

"All parts were very informative and a useful tool for the future. The knowledge I have gained from the course will be very useful."

### Chiltern Railways Delegate

"Excellent course with great content and extremely worthwhile. Recommended to all Rail Care Team Members"

### Southeastern Railway Delegate

"This was by a long way the best course I've attended during my railway career".

### First Capital Connect delegate

"Very interesting and informative giving better understanding of what trauma means and affects people".

### BTP delegate

"Came with an open mind and was really surprised with the days course. One of the best and most interesting I have attended."

### Network Rail delegate

"The best course ever, fact."

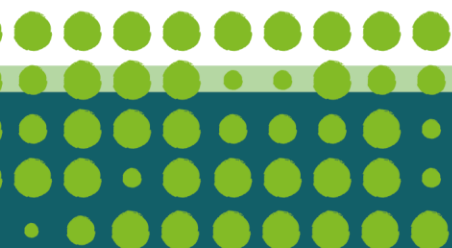
### GTR delegate

## Some common questions

### What is the course about?

This course aims to highlight the trauma caused by railway incidents, including fatalities and techniques to assist recovery.

Those involved in rail fatalities occasionally feel extremely guilty, as though they were responsible for the event, or could have done more to prevent it. These feelings are almost always misplaced, but they can prolong the trauma if not effectively understood and managed.



## Who is the course designed for?

The course is for those working in higher risk roles, or managing staff in higher risk roles, who may come into contact with team members/colleagues suffering from trauma (e.g. drivers, MOMs, BTP officers, station staff).

## Is the course designed specifically for the rail industry?

Yes. Samaritans have developed the course with input from Train Driver Managers, Drivers, ASLEF and others.

## How can I book myself a place on the course?

You will need to talk to your Manager / Supervisor to arrange for you to be released for the day; a space can then be booked for you by contacting: [railcompanies@samaritans.org](mailto:railcompanies@samaritans.org)

## Are all the courses presented in London?

No. Some sessions are run at various venues in London, and we are running the courses throughout England, Scotland and Wales. We will be happy to train staff at any suitable location providing we can get at least eight people to attend.

## Duty Of Care

All Samaritans courses are designed for over 18s. While the subject matter is handled very sensitively, the wellbeing of all involved is of paramount importance. Please ensure that delegates have support before and after our courses – we recommend discussing attendance with potential attendees, especially those who are recently bereaved / witnessed a fatality / in any way likely to be traumatised or distressed. It may be that for those who are vulnerable, attendance on a course in the future would be better.