

Trauma Support Training

Back on track

Supporting rail staff who have or might witness traumatic events or may need to support colleagues now or in the future.

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.

Course information

- Duration 3 hours. Face to face or online - 10am to 1pm.
- For rail staff and those involved in supporting colleagues
- Fully compliments NICE and Network Rail trauma policies and TRiM (Trauma Risk Management)
- Over 2,900 rail staff trained across Great Britain

Course objectives

To equip you with the skills and tools to support a colleague who is experiencing trauma

- Explore trauma and its effects
- Recognise that trauma can affect people in different ways
- Practise listening and providing emotional first aid
- Encourage help-seeking and signposting to support

Course outline

The course draws from real life experiences, exploring the following points .

- A Short Story
- What is Trauma?
- Trauma Cycle
- The Listening Wheel
- Support
- Individual Coping Strategies

What is the course about?

This course aims to highlight the trauma caused by railway incidents, including fatalities and explores ways to support others and help recovery.

See Trauma Support Training video. [Trauma Support Training](#)

Who is the course designed for?

The course is targeted at rail staff who may find themselves in contact with and supporting team members/colleagues suffering from trauma.

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.

Please book a space by contacting: railcompanies@samaritans.org. When emailing Samaritans, please supply your name, job title, email address and the name of the mainline station (not town, route or region) nearest to your usual place of work.

Is the training virtual or face to face?

We offer both online (MS Teams) and face to face sessions. We are happy to work together with your training team to arrange face to face courses for 10 to 20 staff to train at a location throughout England, Scotland and Wales. Contact railcompanies@Samaritans.org for further details. For online courses each delegate will need access to a computer/laptop with webcam, speakers and internet access.

Course feedback

Average score of 4.9 out of 5 (as of October 2022 – over 3000 rail industry employees trained)

“This was an excellent course and I feel that every time a person takes up a management position, they should attend this course.” Driver manager

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.