



MANAGING TRAUMATIC STRESS

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What to expect



Practical steps managers can take before, during and after an event, to reduce the risk of mental ill-health



How managers can protect themselves from burn out and vicarious trauma when supporting teams

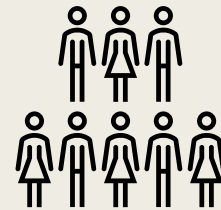


Q&A

What is 'trauma' & how common is it in the rail industry?

- A natural emotional response to a terrible event, such as death of a person, accidents at level crossings, and work-related violence.

- A common an experience



31%

vs.



41%

What you can do before an event

- a. Day to day management of stressors
- b. Keep an eye out for those under pressure and new joiners
- c. Create community/supportive environment
- d. Training people – do they practically know what to do? What are the procedures for your common risks? Schedule a team refresh?

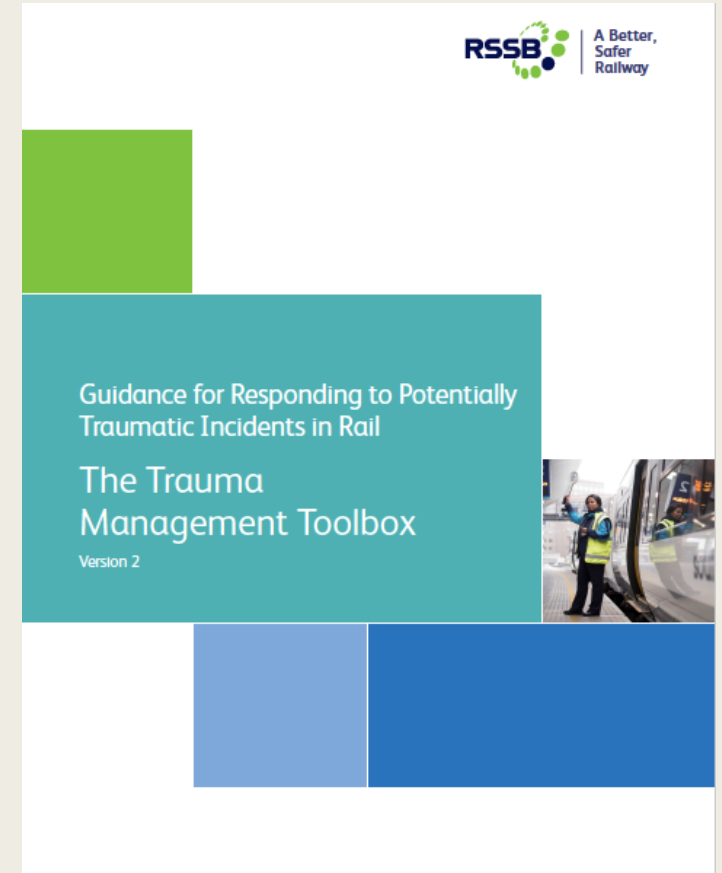


What you can do during an event

Get yourself in the right headspace to manage:

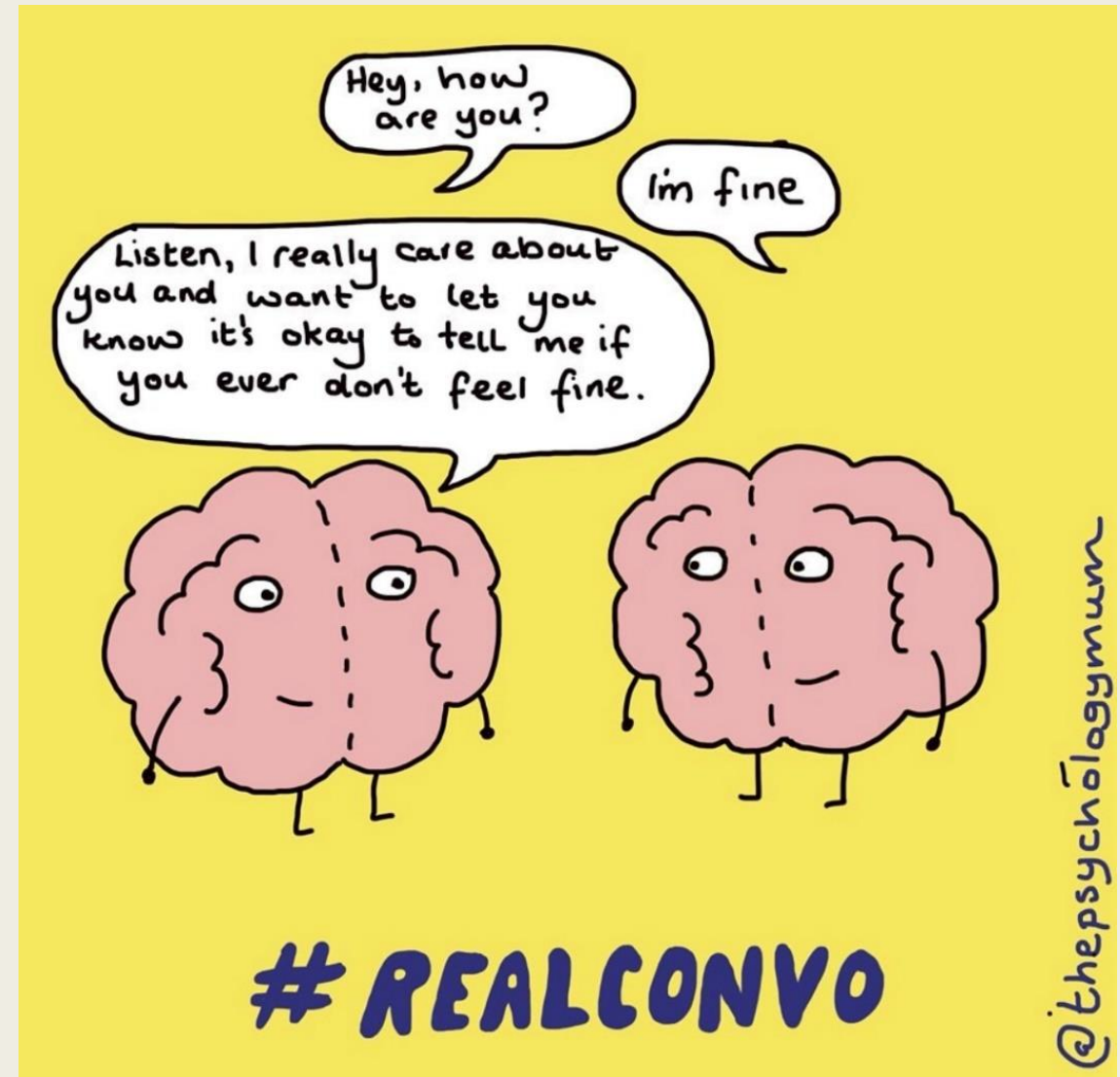
- *Journey* *On Site*
- *The Train Manager* *The Train*
- *Control* *Network Rail/BTP*
- *People Receiving the train* *Relief*
- *The Train Manager* *Leaving Site*

What are the procedures for your common risks? Schedule a team refresh? Operational preparation is psychological preparation!

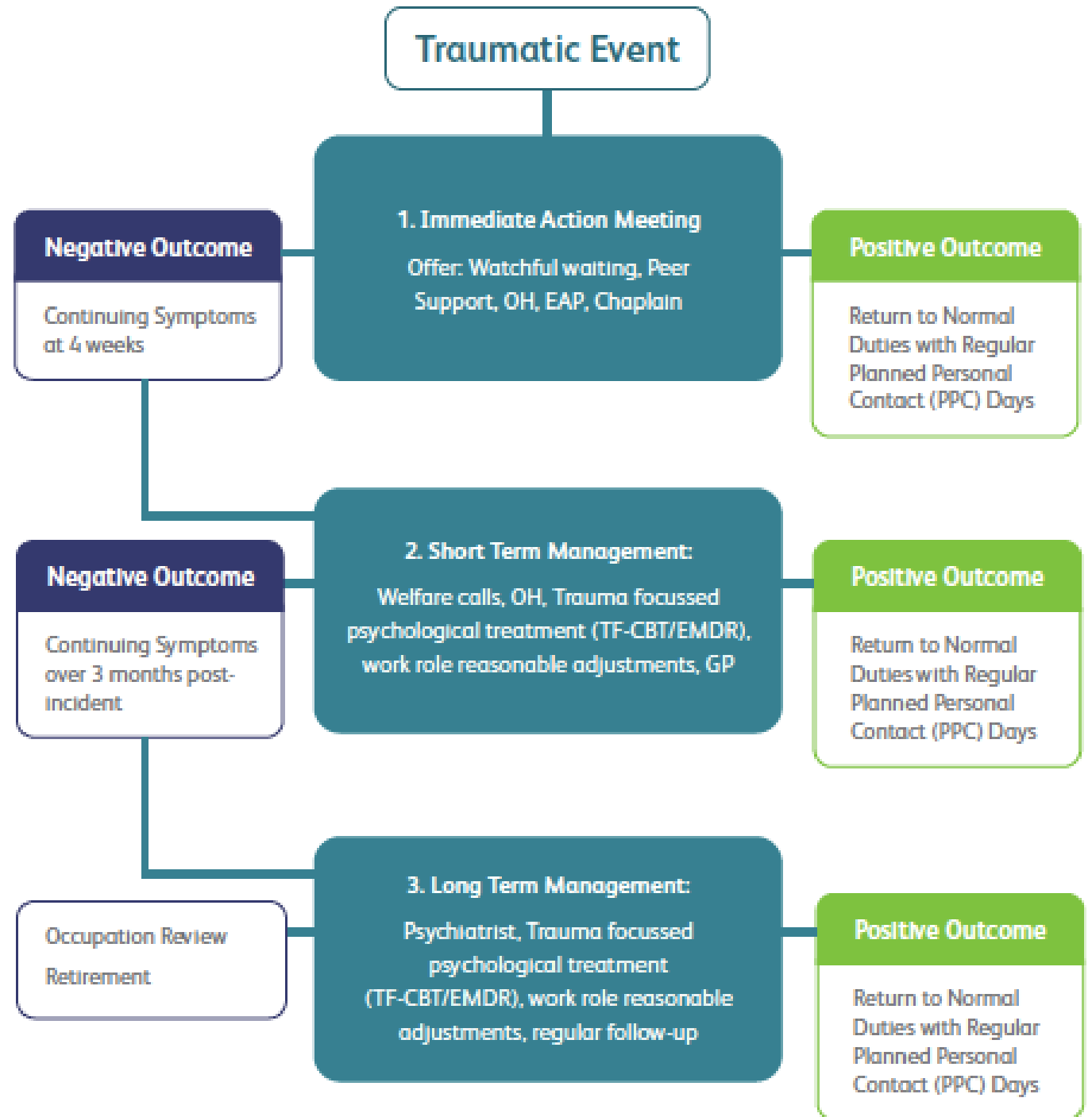


What you can do after an event

- Check-ins: everyone is different...
 - *How can I make your life easier right now?*
 - *I'm available to talk if you want to*
 - *I'm here for you*
 - *What's been going on for you this week?*
 - *How are you sleeping?*
 - *How's your football/gardening/walking going?*
 - *What's helping you feel like yourself?*
- Space to chat through their experience (or not!)



Longer-term follow-up



Common signs of distress at work

Physical Signs

- Fatigue
- Changes in sleep patterns
- Headaches
- Chest or throat pain
- Indigestion or upset stomach
- Appetite and weight changes
- Joint and back pain
- Visible tension or trembling
- Sweating
- Constantly feeling cold

Psychological Signs

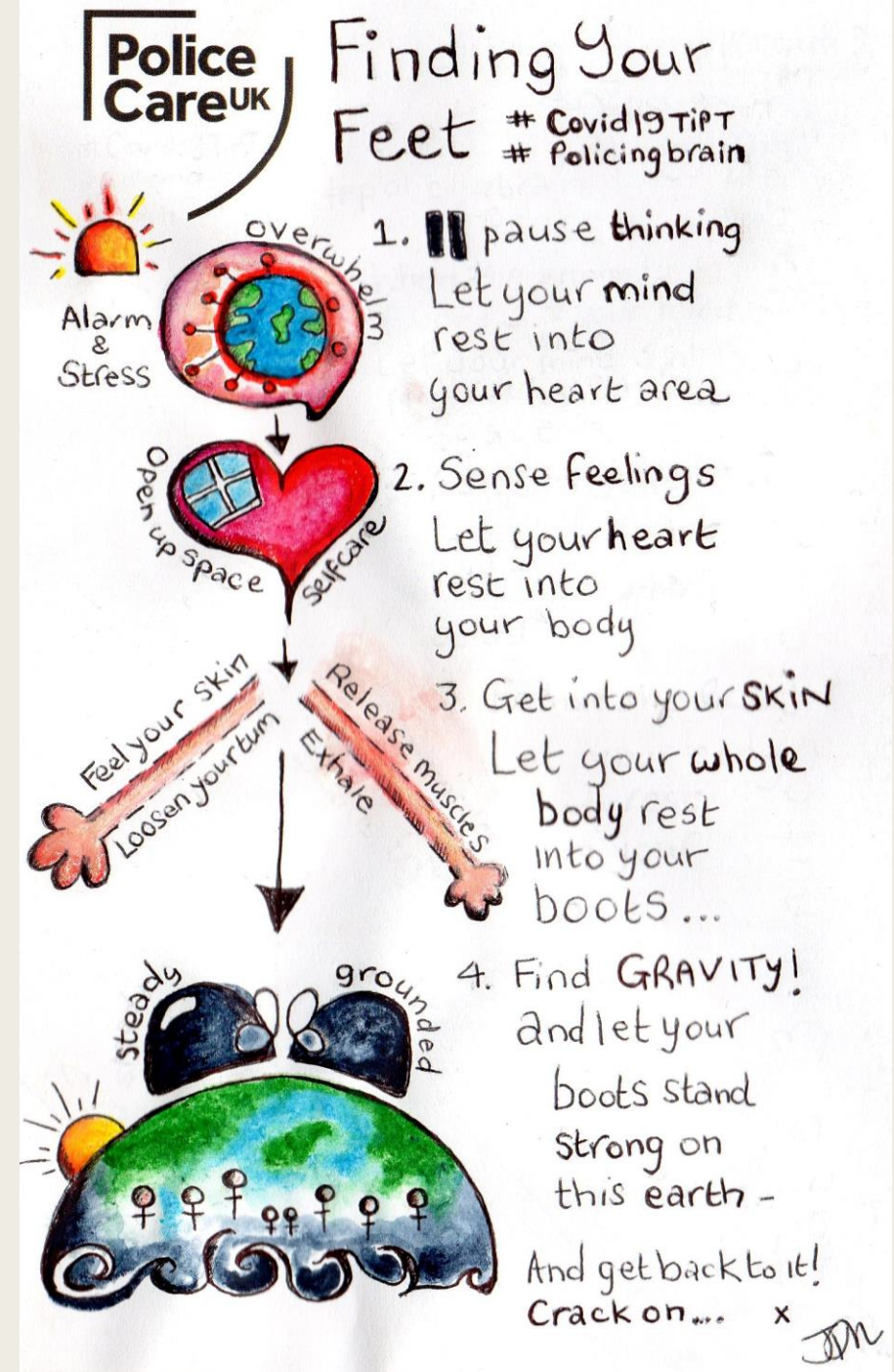
- Mood changes
- Tearfulness
- Increased sensitivity
- Difficulty relaxing
- Loss of humour
- Loss of motivation
- Indecision
- Difficulty taking information in
- Lapses in memory
- Distraction or confusion
- Illogical or irrational thought processes
- Suicidal thoughts
- Responding to experiences, sensations or people not observable by others

Behavioural Signs

- Changes in relationships with colleagues
- Irritability
- Anger or aggression
- Over excitement or euphoria
- Restlessness
- Withdrawal
- Disengaging
- Repetitive speech or activity
- Changes in performance
- Uncharacteristic errors
- Taking on too much work
- Working far longer hours
- Lateness, leaving early or long lunches
- Increased smoking or drinking
- Sickness absence

Your own PPE

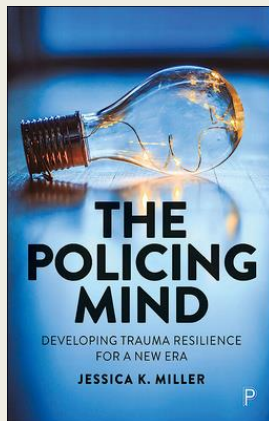
- Know your own stress bucket!
- Immediately after: take a moment to find your feet
- Remember, you are part of a team and not responsible for everything!



Where to get support

Through work:

- Occ Health/HR (ask for trauma focussed therapy! TF-CBT/EMDR)
- Check out your local Employee Assistance Programme
- Ask your trade union colleagues/wellbeing champions/TRiM practitioners



Outside work:

- www.railwaymission.org
- <https://www.rssb.co.uk/what-we-do/key-industry-topics/health-and-wellbeing/mental-wellbeing>
- GP
- <https://www.nhs.uk/service-search/mental-health/find-a-psychological-therapies-service/>
- <https://www.nhs.uk/nhs-services/mental-health-services/>
- Samaritans - tel: 116 123
- Mind Infoline - tel: 0300 123 3393 (or text 86463)

Your role as a manager

Being present for your team member

Normalising reactions

Monitoring recovery post-event

Bridging with support

Knowing your boundaries

Recognise the impact of this type of event on yourself

Take good care of yourself

Access support if needed