

**“Organization’s support to operators’ mental health :
tools, processes, benefits, return on investment.
Feedback on experience of 3 SNCF business units
of train Drivers, France.”**

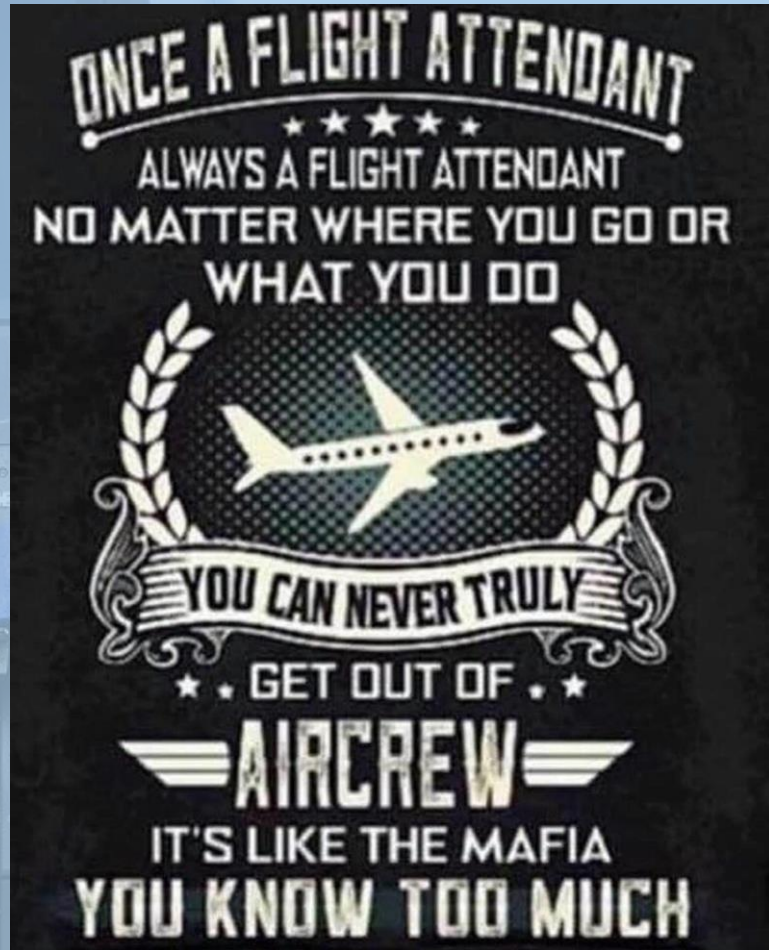
TOPIC PRESENTATION



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People in the center of Aviation Safety



Aérosentinelles is a working group supported by DGAC. However, its initiatives and actions are not promoted by the authority and they only engage Aérosentinelles' members.



1 GOAL :
***“BELIEVE IN PEOPLE AND
HIGHLIGHT THEIR ACTIONS”.***



DGAC – MEMBERS OF AÉROSENTINELLES



Caroline
KINDA
HOF Specialist



Eric
VIDEAU
State Safety
Program / DGAC



Laëtitia
MARION
Psychiatrist



Ludovic
MIEUSSET
Air Traffic
Controller



Philippe
BERNAUDIN
HOF Specialist
Former Military Pilot



Roxane
LOPEZ
Psychologist



**A working group dedicated to
improving the consideration of
mental health in the aviation
sector.**

And :

Vélo **TSARA** (Airline Pilot)

Coralie **COSTE** (Psychologist)

Antoine **LELERRE** (Safety Analyst at DGAC-MEAS)

André **VERNAY** (OCV-DGAC)

Sophie **JAUDOIN** (Retired from Safran Electronics)

Sandrine **LAMOUROUX** (CC Instructor)

Céline **SOUL** (Sophrologist - HOF Specialist)

Arnaud **MOREL** (Sophrologist - HF Specialist)

Sébastien **FOLLET** (Air Traffic Controller)

...



People in the center of Aviation Safety



Rail

GOOD PRACTICES

Aviation



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SNCF CONCERNS



1.
**Prevention and recovery
after a traumatic event :
“ Mission Prod’ ”**



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TER
Hauts-de-France

SNCF



Bertrand
CAMUS
Safety Director



Thierry
VERRIER
APPORT Group
Director



Pippa
TRAHANT
Security, Safety
and Health
Manager



Yoann
DELCLOS
HOF Specialist



Yann
CAHUE
HOF Specialist

Organizational and Human Factors specialists network

And :

Grégory **CLOCHON** (Train Driver Manager)

Fabrice **COULOUARN** (Train Driver Manager)

René-Pierre **PROUVOST** (Train Driver Manager)

Arnaud **MOREL** (Sophrologist)

Eric **GOURLIN** (HOF Specialist)

Gaëtan **FOURNIER** (Safety Director)

...

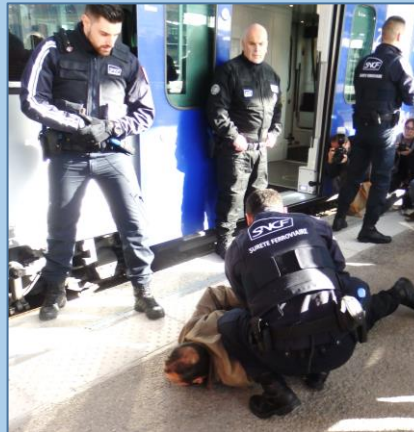


CONCERN 1 : EXPOSURE TO TRAUMATIC EVENTS

~1

DEATH PER DAY

on the railways in France
between 2004 to 2024
(suicides + accidents at
level crossings)



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CONCERN 1 : EXPOSURE TO TRAUMATIC EVENTS

PROCESS **MISSION PROD'** (available to all employees) :

PRE-EVENT : Emotional and Stress management, long-lasting support



DURING-EVENT : Emotional and Stress management, cognitive resilience

POST-EVENT : Regulation or desensitization of emotional memories

TOOLS :

Stress and Emotional management techniques (Sophrology, Neuro-Linguistic Programming, ...), Psychological first aid (Six C's protocol), Emotional desactivation method (EMDR-like protocol), ...

IMPORTANT :

If necessary, individuals are referred to a doctor, psychiatrist, or psychologist.



CONCERN 1 : Benefits and Obstacles



“Stability” once back at work after exposure to trauma.



“Remain” at work after exposure to trauma.



Wellbeing at work.



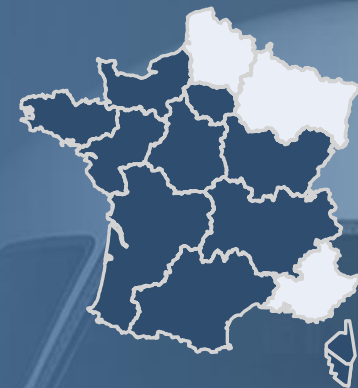
Occupational psychosocial risk prevention.



- Daily use of techniques is mandatory !
- In some cases, the effects of the trauma remain.
- Integrated **HUMAN + ORGANIZATIONAL** approach is **REQUIRED.**



SNCF CONCERNS



2.

Improving the success
rate of initial training
for train Drivers



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Concern 2 : Support to Train Drivers Initial Training



COLLECTIVE SUPPORT WHEN STARTING TRAINING :

Stress management, long-lasting support.



COLLECTIVE SUPPORT BEFORE FIRST EXAM :

Mental preparation of professional physical gestures and oral exam.



COLLECTIVE SUPPORT WHEN STARTING ABNORMAL SITUATIONS :

Mental preparation at simulator and preparation of final exam.



INDIVIDUAL support along training period :

Only for volunteers on specific demand of the trainee.

IMPORTANT : *If necessary, individuals are referred to a doctor, psychiatrist, or psychologist.*



Concern 2 : Benefits and Obstacles



- Strength of a testimony.
- Feedback to top management.
- Sharing trainee's files and stress alerts (respecting confidentiality).
- Co-built sessions with trainers.



- Involvement of local managers.
- Fears about training time loss.
- Wrong beliefs about sophrology.
- The magic wand syndrom.
- Time pressure.



R.O.I :
Global cost of the consultant
on 10 training programs
(around 120 trainees)

=
**1/4th training cost
for 1 trainee**



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CONCLUSION



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Conclusion

ACCIDENT

CRASH

AGGRESSIVE
CUSTOMER

UNRULLY
PASSENGER

EMERGENCY
EVACUATION

EMERGENCY
EVACUATION

INITIAL and RECURRENT
TRAINING

INITIAL and RECURRENT
TRAINING

STRESS and FATIGUE
MANAGEMENT

STRESS and
FATIGUE



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Thanks for Your attention !

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