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## Psychosocial initiatives to foster resilience at work: An organizational approach

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The impact of stress on human performance is a much talked about and well-researched subject. In aviation, the psychological and emotional impact of stress cannot be ignored, as it is an operational concern for managers and the organization at large. The sources of stress in an aviation environment are unique in many ways. Aviators and cabin crew could be living away from their family; they may deal with technical or medical emergencies on board. They also deal with personal life situations like death in the family, financial issues, sickness, and relationship issues. This could lead to mental health concerns related to depression, anxiety, and adjustment issues. The stress and trauma in the aftermath of an air disaster cannot be ignored. Aviation personnel involved in such critical incidents and other employees within the organization could develop Acute Stress Disorder or Post Traumatic Stress Disorder (PTSD). Failure to address these symptoms of distress and psychological issues could lead to increased sickness, decreased psychological well-being, counter productive work behaviors, and safety related issues. The organization has initiated processes such as psychological fitness for duty evaluations, psychological first aid and psychosocial support training, peer support, critical incident stress de-briefing (CISD), and psychotherapy. These initiatives assist in building resilience among employees and facilitate faster return to work.

### Biography

Tina Balachandran is a licensed Clinical Psychologist in the State of Qatar and an Aviation Psychologist. As the Senior Company Psychologist for Qatar Airways, she is actively involved in various psychosocial support initiatives and writes articles for the in-house Flight Safety Bulletin. In addition to psychotherapy, she facilitates de-briefings and psychological support following any incident. She trains employees to provide support in the event of any disaster, and was recently involved in the initiation of a peer support program. She is a member of various international organizations and has been a member of the SIOP conference program committee since 2008. She is currently pursuing her PsyD from California Southern University.

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