



Qualification in Emergency Psychology

-Course venue: State Hospital Training Room Via Scialoja 47893 Cailungo –

• Republic of San Marino, november 3 2023

• **Director:** dr. Emilio Chiodo

Lecturers: dr. Roberta Mariotti and dr. Emilio Chiodo

Recipients: Health personnel in various roles (doctors, nurses, assistants, drivers, switchboard operators, emergency room personnel), personnel of other bodies involved in the management of emergencies/urgencies (fire brigade, municipal police and other state armed bodies), volunteers, employees of bodies such as the Civil Protection.

Programme: *november 3 :time 9 am -17 pm*

The seminar intends to provide guidelines and specific knowledge on communication techniques in emergency situations in a systematic perspective useful to optimise the technical-professional resources already existing in the operators, or to introduce effective and functional ones where deficiencies are found.

Topics:

- Principles of pragmatics of human communication
- Strategies and techniques of effective communication
- Operator-victim relationship in emergency
- Hints of psychopathology with reference to emergency
- The acute emotional crisis
- Acute stress
- Stress reactions in operators
- Crisis communication
- Debriefing and defusing techniques

Participation fee € 150 (includes: course registration, coffee break)

For Voluntary Associations different costs depending on the number of participants.

Maximum number of participants: 24

Informations: Cemec Secretariat

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