

ABSTRACT

Training for SAT Members and Psychologists within the Emergency Response Plan (ERP)

Preparing personnel involved in an **Emergency Response Plan (ERP)** is a key factor in ensuring an effective response to aviation emergencies. In particular, **Support Assistance Team (SAT) members** and psychologists operate in highly demanding operational and emotional environments, where technical expertise, interpersonal skills and stress management must be integrated to provide effective support to victims, families and response personnel.

This presentation describes a training model developed from the operational experience gained at Air Dolomiti, where training extends beyond procedural knowledge by integrating human factors, psychological preparedness, operational simulations and the development of Non-Technical Skills (NTS). Special attention will be given to acute stress management, communication during critical events, multidisciplinary teamwork and mental preparedness, all of which are essential to maintaining both operational effectiveness and high-quality psychosocial support.

The presentation aims to demonstrate how structured training enhances not only ERP regulatory compliance but also the development of an organizational culture of preparedness, enabling professionals to deliver competent, coordinated and compassionate assistance during aviation emergencies.

Keywords: Emergency Response Plan (ERP), Support Assistance Team (SAT), Training, Victim Assistance, Emergency Psychology, Non-Technical Skills, Psychological Preparedness, Stress Management.