

**Title:** Psychological aspects of emergency medical care - self-management and professional identity

**Key Phrase:** psychological aspects in work of emergency services, emergency medicine, influence of physician variables, interpersonal communication with specific patient groups, self-management of occupational & psychological stress

**Abstract**

Quick decision making and decisive actions are indispensable in emergency situations, particularly in the acute-care and emergency medicine. Handling difficult situations and dealing with strong emotions (agitated patients) represents a major challenge in of emergency medical care. The workshop "disaster- and emergency management- A training program for medical students" deals with the professional handling of emotions in emergency situations. There are emergency situations with highly agitated patients. In this context feelings of powerlessness, helplessness and strain can occur. Therefore, the knowledge of the self-image as a doctor and the understanding of one's own personality represents an important basis for adequate self-management in dealing with emergency situations under a high pressure and strong emotions.

The workshop will attend to methods of self-regulation and self-care and interviewing techniques with highly agitated patients and relatives to improve the development of individual strategies for dealing with emotions in difficult professional situations.

The development of individual crisis management strategies in emergency situations based on adapted checklists for identification of relevant fields by theory inputs from experts. In small groups is the Self-image in the form of video feedback tested and sharpened.