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Resilience is about building a personal capability that helps us manage the excessive demands and stresses of life while reducing the likelihood of personal anxiety.

People consider suicide when the emotional pain overwhelms their senses. Suicidal feelings are most often felt when people are in the depths of despair, a common but treatable mental health concern.

**There is help for people who need it.**

Why get help? Because suicide is a permanent solution to a temporary problem.

People who try to commit suicide and don't succeed often look back at their attempted suicide and recognise that they were in the depths of despair and depression at the time.

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We cannot prevent broken-hearts but, for railway passengers and employees alike, we try to be there to help to pick up the pieces.



Railway Mission

Support on life's journey

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Railway Mission  
is a registered charity in England and Wales (1128024)  
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Life doesn't get easier or more forgiving, we get stronger and more resilient.



Railway Mission

## Strengthening Personal Resilience

Maintaining and improving personal wellbeing through pastoral care



# Strengthening Personal Resilience

**The workforce is at the heart of any Railway Company, and is essential to its future success.**

Personal resilience is the ability to control the emotional and physical effects associated with stress in order to prevent its potential impact from causing under-performance, social dysfunction or psychological breakdown.

## Psychological First Aid

Chaplaincy is a valuable part of a holistic and complimentary pastoral care that is available to all railway staff and the travelling public regardless of beliefs or lifestyle.

The benefits of establishing a resilient workforce:

- The ability to respond rapidly to internal and external pressures,
- Reducing costs linked to the loss of productivity through stress
- Increased performance
- A happier workforce



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**Resilience is the long-term capacity of an individual to deal with change and continue to develop.**

*Stockholm Resilience Centre*

It takes time to gain the confidence of people who are hurting. Being mobile and available helps Railway Mission chaplains achieve this.

Railway Mission chaplains cover England, Scotland and Wales, helping railway staff through a variety of issues and life situations, enhancing and complimenting the chain of care provided by individual railway companies.

**When difficulties and uncertainties begin to overwhelm us just having someone to talk to can make all the difference.**

Life's difficulties often cause crisis and confusion, and can have a detrimental effect on health and wellbeing. Simply saying 'don't bring your problems to work' is ineffective and neglects the value of the whole person.

Railway Mission chaplains place importance on a person's worth, holistically, and support the creation of community with openness and respect.

Professional chaplains must be accomplished at evoking self-understanding and clarity, which sometimes requires bringing light into the darkness of a situation. Spiritual and pastoral care contributes to a healthy organisational culture.

Chaplains cross boundaries and serve as integral members of the chain of care provided by the companies for their staff and the travelling public.

Railway Mission believes that a healthy state of mind is of equal importance to that of the physical state.

**By promoting health and wellbeing, the Chaplaincy Service contributes towards improved staff retention, reduction in absence and adds value to the existing chain of care within a railway company.**

## Safety Net

The Railway Chaplaincy is analogous to a tightrope walker who, although they may never fall into the safety net, would never feel secure enough to walk the tightrope without the safety net being present.

Our chaplains not only help staff members cope with the stresses of modern life, but empower them to recognise the meaning and value of their work in new ways and act as a filter and release for stress and emotional conflicts within the individual.

Such stresses are a concern for any railway company that recognise their employees are the most important resource in the company.

**Support on life's journey**

Working in partnership with

