

**Toolkit 2**  
**Pre-Intervention**  
**Learning Unit 6**  
**Communication. Use plain and timing communication**

**Activity 2.3. EVALUATION OF THE COURSE OF COMMUNICATION. CHECKLISTS**

**Did you evaluate communication in crisis?**



**Activity 2.1**

*Please return to Toolkit 2, Pre intervention, Learning Unit 6, Activity 2.3*

Evaluation of the course of communication is one of the very important tasks related to communication.

The assessment of the course of communication should be carried out at different levels:

- Individual
- Team
- managing the crisis.

The individual level concerns the relationship between the psychologist and the client,

The team level refers to the relationship within the intervention team.

The management level concerns the vertical relationship between the coordinator and the institutions involved in the crisis.

At each of these levels, communication with the media can take place. The rules of contact with the media should be determined by the crisis manager.



It can be helpful to assess the course of communication during a crisis by creating checklists.

Example of a checklist (individual or team level):

Action		Comments
Gathering information about the event		
Contact the management center		
Contact the head of the team		
Determining the mode of help		
Support from other institutions		
The tools and people you need to act		
Checking the means and tools to help		
Coordination		

## Quiz 3.

Providing information about the course of the event to the media by emergency psychologist

1. is obligatory, he should always do it,
2. it is not his job, he should never do it,
3. This should be determined by the head of the team or crisis manager