

## Toolkit 2 - Learning Unit 1

### Post-intervention

#### Activity 4

**Map the emergency agencies operating in the maxi-emergency, including existing psychosocial services which should be fully mapped and incorporated into the psychosocial care plan**



Exercise

### Effectiveness of communication with the external environment

#### 4. Was communication with other organisations effective?



NO

#### Activity 4

What did you consider to be the main deficiency in communication? In pairs (in a group) - model a situation with effective and ineffective communication. If you have created a crisis communication plan, go through it. If not, try to create one. As a group, go over what points an effective crisis situation should meet: e.g., keep it simple, speak through a single voice, follow the 5Ws (who was involved; where the event happened; what happened; where it happened; why it happened, and how it happened). You can get inspiration from the following websites:

<https://www.bernsteincrisismanagement.com/the-10-steps-of-crisis-communications/>

<https://bcmmetrics.com/communication-in-a-crisis/>

