# NO-FEAR

# prOactive

## Communication in crisis: Recommendations on Management, Approaches and Tools for Effective Communication

**20th May 2021, 15:00 – 16:30 CEST**
**On-Line Event**

## Agenda

| | |
|---|---|
| 15:00 – 15:05 | Welcome & Introduction to the Webinar – (RINI) |
| 15:05 – 15:15 | Introduction to Projects: NO-FEAR (UPO) and PROACTIVE (UIC) |
| 15:15 – 15:35 | **Recommendations for mitigation and management of communication when dealing with a crisis event, including CBRNe terrorism** |
| | Human Factors Analysis of Preparedness and Response in Communication (PHE) |
| | Psychosocial Impact of Communication on First Responders and the Public (UBIK) |
| 15:35 – 16:05 | **Recommendations analysis on communication approaches in responding to a crisis event, including CBRNe terrorism** |
| | Common Communication challenges when responding to a crisis event (HSE) |
| | Common Communication approaches for LEA and Vulnerable Citizens (DHPOL) |
| | Common Communication challenges in Communities (MDA) |
| 16:05 – 16:25 | **Recommendations on the types of Tools available for supporting inter-agency and public facing communication when dealing with a crisis event, including CBRNe terrorism** |
| | Introduction to the PROACTIVE APPs, including key features on accessibility (RINI) |
| | Introduction to "Nødnett" – (NorCross) |
| 16:25 – 16:30 | Wrap up and webinar closed (RINI) |