

Course Description

AWR-212W, Advanced Crisis Communications Strategies for Public Safety Communications Supervisors

Overview

This course provides Public Safety Communications supervisors/managers with the crisis communications skills needed to effectively respond to media and public inquiries regarding PSAP operations, as well as to communicate effectively within their chain of command during emergency situations.

The goal of this course is to enhance the crisis communications skills of individuals in supervisory, management and administrative positions related to 9-1-1 PSAP operations by providing them with the data and tools needed to effectively respond to media and public inquiries regarding PSAP operations.

Within the context of this course, “crisis communications” is defined as the delivery of timely and accurate information to the public during a public safety emergency to offset rumor, minimize confusion and protect life, property and the environment. In so doing, effective crisis communications maintains confidence in and protects and enhances the reputation of emergency services organizations and personnel.

Central Course Topics:

- The Media and Public Safety Emergencies
- Working Relationships with the Media – Before a Crisis
- Working Relationships with the Media – During and After a Crisis
- Social Media and Crisis Communications

Target Audience

The content of this course is intended for individuals in supervisory, management and executive positions related to 9-1-1- PSAP operations.

Prerequisites

It is recommended that participants complete IS-702, National Incident Management Systems (NIMS) Public Information Systems.

Type of Course

This course is a web-based training and will take approximately 2 hours to complete.

Link to Register for this course

www.bsu.edu/acct.