



ROADMAP2

WEBINAR2 Good Practices in Risk and Crisis Communication

22th March 2024, 10.00-12.00 CET



The challenge: European Union Disaster Resilience Goals from 2023 underline the importance of risk and crisis communication in civil protection, calling the members to increase risk awareness of the population and enhance early warning systems. There is a need to identify communication practices that have proved particularly well-functioning and useful for saving lives and mitigating any harm caused by people's exposure to various hazards. Good practices could be adapted and transferred to other socio-economic contexts and might have broader and longer-term positive effects.

The aim of this ROADMAP2 webinar is to provide a forum for exchange on **what are the defining characteristics of good communication practices in civil protection**, and sharing concrete recent examples of such practices.

This ROADMAP2 project webinar is aligned with the project's forthcoming flash report on good communication practices in civil protection. We are particularly interested in practices that improve the accessibility and understandability of risk and crisis information to individuals with various needs and preferences, mitigate the harm caused by people's exposure to false and harmful information, and help to overcome the barriers to reacting adequately to risk or crisis information, such as distrust towards official sources of information. These practices may include, for instance, effective warnings or instructions given during disasters, risk awareness campaigns that improve people's preparedness, and novel communication tools or procedures adopted in disaster risk management.

Participants: practitioners, policymakers, and researchers in the field of disaster management and communication.

To register for the webinar, please visit: https://bit.ly/roadmap_webinar2



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Agenda

- 10.00 – 10.10 Welcome and ROADMAP2 project overview
Daniela Di Bucci – ICDP, Project Coordinator
Domingos Xavier Viegas – ADAI
- 10.10 – 10.15 Introduction: Good practices in risk and crisis communication
Sten Hansson – University of Tartu
- 10.15 – 10.35 Instruction as self-protection
Bengt Johansson – University of Gothenburg
- 10.35 – 10.40 Questions & Answers
- 10.40 – 11.00 Good practices in crisis communication
Patrícia Gaspar – Former Deputy Commander in the Civil Protection in Portugal
- 11.00 – 11.05 ■ Questions & Answers
- 11.05 – 11.25 Exemplary risk awareness campaigns
Marina Mantini – CIMA Research Foundation
- 11.25 – 11.30 ■ Questions & Answers
- 11.30 – 11.55 Roundtable: What are the essential characteristics of good communication practices in civil protection?
Chair: **Sten Hansson** – University of Tartu
- 11.55 - 12.00 Closing remarks
Domingos Xavier Viegas - ADAI
Sten Hansson – University of Tartu

Short biographies of the speakers:

Sten Hansson is an Associate Professor of Communication at the University of Tartu. His research on risk, crisis, and government communication has appeared in high-ranking scientific journals such as the International Journal of Disaster Risk Reduction, the Journal of Risk Research, and Policy Sciences.

Bengt Johansson is a Professor at the Department of Journalism, Media, and Communication, University of Gothenburg. His research concerns risk and crisis communication, the long-term effects of media on societal beliefs, political advertising, political scandals, and the media coverage of elections.

Patrícia Gaspar is the Former Deputy Commander in the Civil Protection in Portugal. Graduated in International Relations in 1995 - Technical University of Lisbon, Higher Institute of Social and Political Sciences, served in the Portuguese Navy between 1996 and 2000, with specific expertise in the area of Protocol and analysis of strategic information, and subsequently, in July 2000, joined the National Emergency and Civil Protection Authority (ANEPC). At ANEPC, she served in the International Relations Office from 2000 to 2007 and was National Operations Assistant from 2007 to 2013, when she was appointed Setúbal District Operational Commander, until January 2017, when she returns to the Headquarters, first as National Operations Assistant and, in December 2017, as Deputy National Commander. In October 2019, Patrícia Gaspar was nominated State Secretary for Home Affairs.

Marina Mantini is the Head of Communications at CIMA Research Foundation. Marina has a PhD in International Cooperation and Sustainable Development policies. She is an expert in social change, humanitarian, crisis and risk communication. She has worked for international institutions and NGOs and has been a researcher and professor at the University of Bologna and Universidad Complutense de Madrid.