

# Communicating in Times of Crisis

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## Virtual Workshop

This workshop was designed in response to a request from a client for guidance in how to communicate during the Coronavirus crisis of 2020.

The workshop is a mixture of training, group coaching and facilitation of discussion around communication behaviours demonstrated in a crisis. It identifies the skills we need to develop as managers to be able to move through any crisis with calmness, competence and confidence.

## Workshop Objectives

- To raise awareness and reflect on communication responses and behaviours during crises
- To identify our own stress responses and learn how channel them into constructive behaviour and communication
- To learn, assimilate and implement best practice communication skills for crisis environments

## Duration of Workshop

6 hours in 4 virtual sessions of 1.5 hours

# Outline of Workshop

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## Session 1

- Typical communication behaviours in crises
- Discussion of and reflection on actual communication behaviours during a previous company crisis
- Learning points gained

## Session 2

- Best practice communication skills in times of crisis: Internal aspects
- Reactive vs proactive responses
- Developing the approach of 'Integrative Awareness'

## Session 3

- Best practice communication skills in times of crisis: External aspects
- 5 behaviours to focus on
- 5C's of communicating in a crisis
- Creation of personal action plan & coaching around possible obstacles to implementation

## Session 4

- Feedback on success of action plan & group coaching on areas to improve
- Creation of revised action plan if necessary
- Guidelines for crisis communication at company level