

Field: EMERGENCY PREPAREDNESS AND RESPONSE

Topic: INTERNAL AND EXTERNAL COMMUNICATION, PUBLIC RELATIONS AND CRISIS COMMUNICATION

Course type: TRAINING

Date: 06-10 May 2024

Duration: One week

Location: Singapore

**Working language
of the course:** English

Objective and learning outcomes

The course offers theoretical and practical knowledge contributing to the competence development in communication and safety culture. Practices will be presented to enhance the effectiveness of the communication within organization as part of maintaining the safety culture, as well as of the external communication with decision makers, stakeholders, representatives of the public and general public. Particular emphasis will be put on the procedures, importance and difficulties of providing information to the public through different communication channels under emergency circumstances, including the issue of responding rapidly and effectively, and managing media and public perceptions.

Outline of course content

- Overview of international and EU legal and regulatory framework related to communication. Discussion and analysis of the basic standards covering nuclear and radiation safety, radiation protection and emergency preparedness and response and their requirements related to communication.
- Definition of crisis communication, introduction of the responsible authorities and the practical regulations. Studying related case studies in the nuclear industry.
- Introduction to nuclear safety culture, including the main goals of nuclear safety culture and the role of communication while ensuring nuclear safety culture. Discussion of related case studies, general challenges, and constraints.
- Explanation of the importance of stakeholder engagement and communication of nuclear emergencies to general public, decision makers, governmental authorities. Introduction of the basics of communication with non-nuclear stakeholders. Overview of the options, constraints and ways to overcome them. In particular, communication of radiation protection basics and environmental monitoring data to the public will be covered.
- Practical exercise: business game based on case studies of communication in nuclear. Participants will be invited to solve communication tasks in normal and emergency situations, perform analysis of lessons learned and provide conclusions.

Technical schedule and delivery methods

The course consists of one module taking a working week (i.e. 5 workdays).

- **Classroom lectures** take about 4 days consisting of 90-minute units with time allocated for discussions and appropriate breaks.
- For the **tabletop exercise** participants will form groups (2-3 persons each). The exercise will be delivered in the form of a business game with utilization of AI tools aiming to enhance the leadership skills of the participants in the context of nuclear safety with different types of activities covering the following areas: crisis management, risk assessment, effective communication, building the leadership competences, etc.

Target audience

This course is intended for experts and professionals of Nuclear Regulatory Authorities (NRAs) and Technical Support Organizations (TSOs), preferably with responsibilities and experience related to communication and emergency preparedness.

Target number of participants: 15 – 25

Prerequisites and requirements for participants

Participants should have an adequate level of knowledge in English (at least an 'Independent user' level defined by the [CEFR](#)). A university degree and at least 1.5 years of professional experience in functions relevant to the content of the course is also a prerequisite. Qualifications obtained in engineering or physics faculties with nuclear specialization would be an asset.

Relevancy of the course topic in the work and institutionally justified interest in participating will be considered as well as the need and opportunity for filling competence gaps. Regional connections to the course location are prioritized and efforts are made to ensure gender equality, so these aspects may also be taken into account as selection criteria.

Terms of participation

The project is implemented under the European Union (EU) external assistance programme called the European Instrument for International Nuclear Safety Cooperation (INSC) and aims to support the National Nuclear Regulatory Authorities (NRAs) and their Technical Support Organisations (TSOs) in non-EU countries in strengthening their capabilities with regard to their regulatory tasks and responsibilities in the field of nuclear safety and radiation protection.

Employees of the NRAs or their TSOs in the Beneficiary Countries are eligible for financially supported participation in the T&T courses. Beneficiary Countries of the project are published on the website <https://training.ek-cer.hu/>.

Costs

Travel costs and subsistence allowances (including the international and national travel tickets, per diems, shuttle services, insurance and visa costs) for participants will be covered by the project.

Application

Application via the website <https://training.ek-cer.hu/>, according to the process and deadlines indicated there.

Examination

Technical and linguistic tests will be written as part of the application and selection process to assess the underlying knowledge and preparedness of applicants. Knowledge and development of selected participants will be assessed through technical tests throughout the course.

Participants attending the full course will be issued with attendance certificates. Successful participants will receive certificates confirming their knowledge achieved and skills acquired.
