

# Improving Collaboration by Simplifying Communication

Poster Showcase

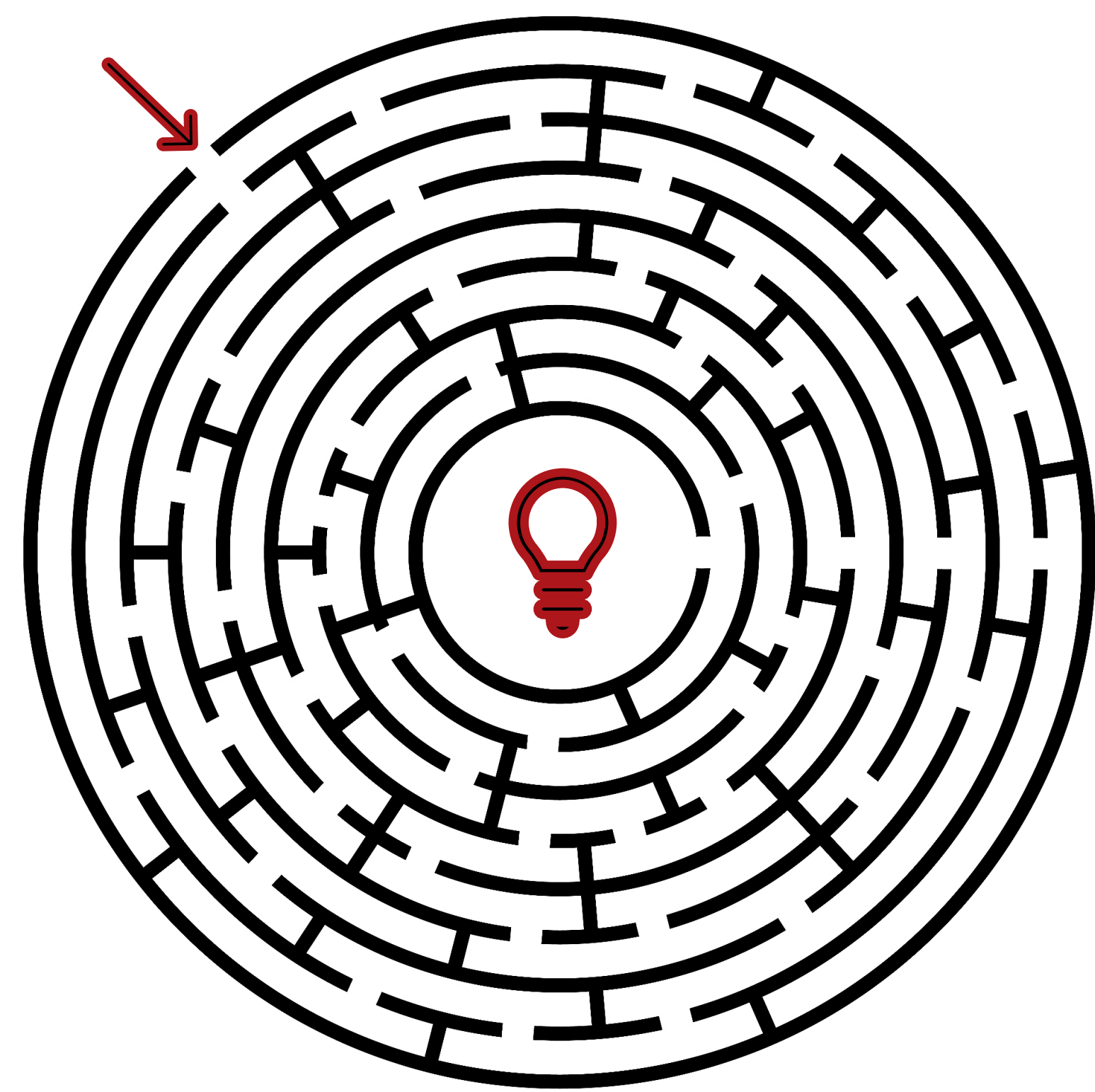
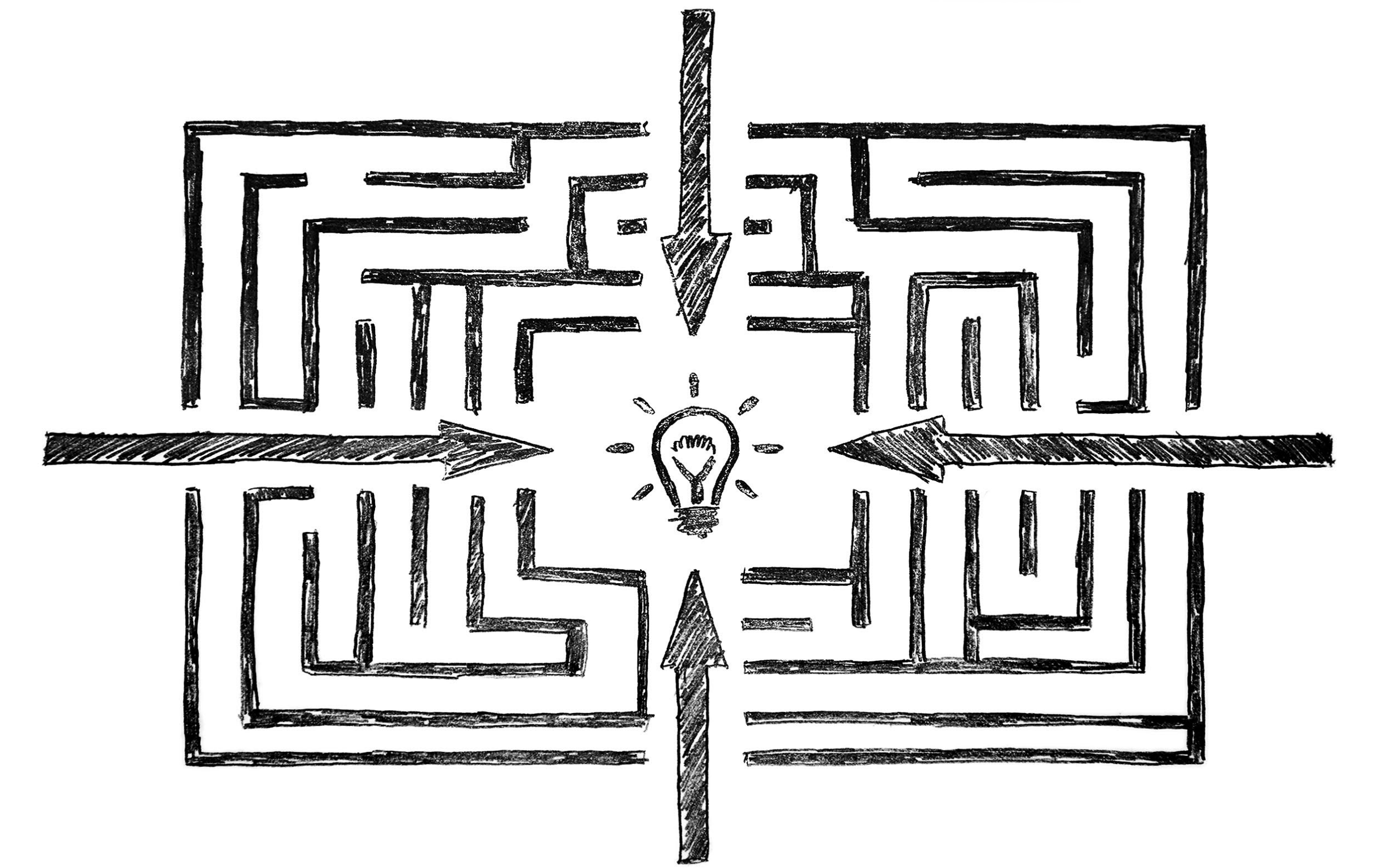
#IAEM23

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## Recommendations

- Focus on valuable details
  - Eliminate background information that lacks relevant context
  - Use 1-3 sentence descriptions that take 30 seconds or less to speak
- Use clear, everyday language
  - Avoid jargon, acronyms, and abbreviations
- Utilize descriptive language
  - Use specific adjectives, nouns, and strong verbs
- Prompt two-way communication
  - Ask an open-ended question to encourage the audience to seek clarification if needed



After-Action Report Communication Theme	Event	Consequence
Lack of specific details needed to inform response	Northern Texas Full Scale Exercise, Yarnell Hill Fire	<ul style="list-style-type: none"> <li>• Underutilized resources</li> <li>• Misunderstood partner agency intentions/actions</li> </ul>
Lack of language clarity (e.g. as jargon, technical information, and acronyms)	Hurricane Katrina, TOPOFF 2000, TOPOFF 2005, Yarnell Hill Fire	<ul style="list-style-type: none"> <li>• Duplicate efforts</li> </ul>
Lack of two-way communication	Hurricane Katrina, Northern Texas Full Scale Exercise, TOPOFF 2005, Yarnell Hill Fire	<ul style="list-style-type: none"> <li>• Information siloes</li> <li>• Differing public messages</li> </ul>

### Research Objective:

Develop a list of useable communication tactics that are endorsed by the communication discipline to prevent interorganizational communication gaps that Emergency Management practitioners regularly identify in after-action reports from exercises and active response.

### Significance of Research:

Harnessing the research of the communication discipline in the Emergency Management profession allows for quick implementation of proven tactics to improve the chance of messages being received as intended, reduce the likelihood of confusion, and foster stronger interorganizational relationships.

### Research Method:

Literature Review

### Future Research Opportunity:

Conduct additional research to measure the impact of Emergency Management practitioners implementing these recommendations to determine the impact these tactics have on interorganizational communication during exercises and active response.

### References

