

Kelsey Rathke

Lead, Incident & Crisis Management, University of Nevada, Las Vegas

COMPETITIVE DIVISION – GRADUATE STUDENT

Improving Collaboration by Simplifying Communication

While communication research for emergency management makes strong recommendations about public communication, the benefit of information and communication technology, and how to utilize social media; practitioners continue to regularly identify communication as an issue in after-action reports following exercises and real-life incidents. These areas of opportunity often call for better, improved, or more effective communication between agencies and external organizations, which falls outside of the scope of public communication and is not easily resolved by integrating additional information and communication technology or social media. Since we each communicate in our everyday lives, communication can seem like a straightforward activity and one that we all do well. However, communicating clearly is a skill that must be developed and there are simple tactics that emergency management professionals can utilize to ensure that the messages they send are received as they were intended. The techniques developed by communication researchers include minimizing excess information sharing, avoiding jargon, utilizing descriptive language, and requesting feedback.

Presentation Theme: The theme of my presentation will focus on how to actually practice and implement communication tools such as minimizing

excess information sharing, avoiding jargon, utilizing descriptive language, and requesting feedback. To do so, the presentation will highlight scenarios from real life situations and exercises where these skills were used and helped a response/recovery situation or would have been helpful to make the response/recovery more efficient.

Collaborators, Advisor(s) and Department(s) that assisted with this research: Colonel Sanford Mangold, USAF (Retired)

Dean Robert Ulmer

Department of Criminal Justice, University of Nevada, Las Vegas