



Training Information Bulletin

TRAINING COURSES AVAILABLE UPON REQUEST

Length: 2 Days

Cost:

There is no fee for the course. SOEM provides course materials and instructors. Food, lodging & transportation costs are the responsibility of participants.

Completion:

Participants who actively participate and attend all hours of the program will receive a Certificate of Completion for the course.

How to Request this Course:

Request this course through your County Emergency Manager. County Emergency Managers, please submit a course request form through your SOEM Regional Office

Contact Us:

New York State Office of Emergency Management
Training & Exercises Section
(518) 292-2351 or
OEMTraining@dhses.ny.gov
<http://www.dhses.ny.gov/oem/training/>

EFFECTIVE COMMUNICATIONS

Description

Officials of emergency service agencies are often placed in situations in which their abilities to communicate can mean the difference between successful and unsuccessful outcomes. During "non-crisis" periods, emergency service officials often deal with those who are not familiar with emergency management topics. Response to and recovery from an emergency necessitates the successful interaction between victims and emergency service leaders under stressful conditions. This course is designed to develop the skills of emergency managers in public and interpersonal communication. It includes a variety of topics and provides for practice in oral presentation. Written and oral communication, listening and presentation skills are very important to successful emergency management programs. This course will enhance and develop the communication skills of today's emergency management professionals.

Topics & Issues to be Covered

- Communication for the Emergency Program Manager
- The Communication Cycle
- Nonverbal Communication
- Written Communication
- Preparing an Oral Presentation
- Handling Communication in a Crisis

Prerequisites

Fundamentals (or Principles) of Emergency Management G-230 (suggested)

Who Should Attend?

Students for this course are those who perform emergency management functions in government, volunteer or private sector organizations. Participants are welcome from a broad range of emergency organizations including law enforcement, fire services, community planning, hospitals, health and medical facilities and services, emergency management, public works, voluntary organizations, businesses, local government officials, education, military, and search and rescue.