

## COURSE MODULES

### 1 Fundamental of crisis management

- What is crisis management?
- Different types of crises
- Phases of crisis management
- Principles of crisis management in public administration

### 2 COVID-19 and the public sector

- What is a pandemic?
- The recent history of pandemics
- How pandemics helped to shape the world as we know it
- COVID-19: what we know

### 3 Crisis management and public administration

- Leading through a crisis
- Coordination among various community stakeholders during a crisis
- Public officials' resilience and response to crisis: 'business continuity plan' vs. 'business as usual'
- Crisis management communication process cycle
- Public communication strategies

### 4 Governing after a crisis

- Identifying the impact of a crisis on pre-existing policies and institutions
- Learning from experience: assessing crisis management interventions in public administration
- Building for the future: effective crisis response systems and risk reduction protocols



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This course is part of the e-learning portfolio provided by UNITAR's Division for People and Social Inclusion

