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

Join us!

Or go to: https://www.unitar.org/sustainable-development-goals/people/our-portfolio/e-learning-portfolio

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