



## EXERCISE FOR SECURITY STUDENTS

### Communication in Crisis Situations

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**BACKGROUND:**

In a study conducted at the end of 2022, experts from six countries emphasized that security specialists lack the knowledge and skills to inform and explain security issues and the importance of security risks to both - their colleagues and society in general. It is clear that without the understanding and involvement of colleagues, ensuring safety in an organization or company becomes impossible. Even more it is important in the crises situation. Therefore, one of the tasks of a security specialist in an organization or company is to be able to ensure proper communication in the situation of crises.

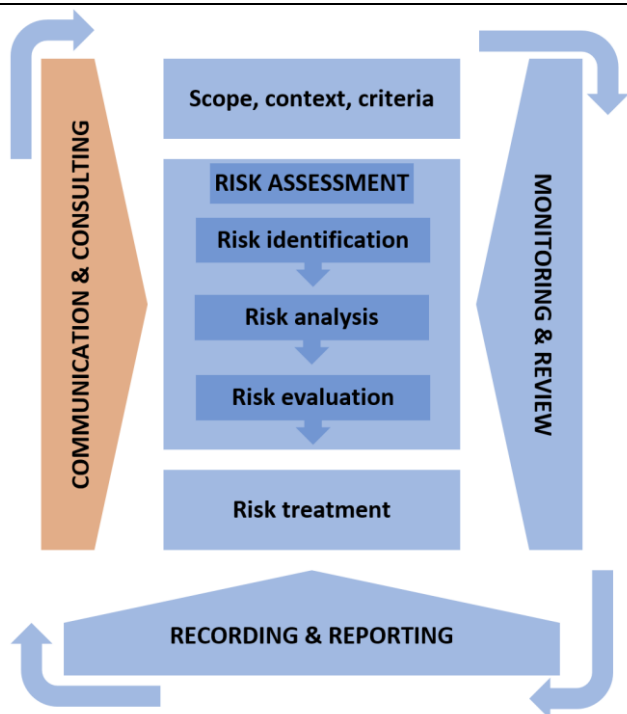
The full report on skills can be found here:

<https://security.turiba.lv/2022/12/06/what-skills-young-security-specialists-are-missing/>



**REFERENCE TO ISO 31000 STANDRD**

According to the ISO 31000 standard, communication is of paramount importance in effective risk management. Communication plays a critical role in all stages of the risk management process, including risk identification, assessment, treatment, and monitoring.



## GOAL OF THIS EXERCISE:

One of the most important aspects of security risk management is knowing how to organize quick and accurate communication in crisis situations. The task of this exercise is to train the students to communicate the crisis situation in a short and concise manner and to prepare an understandable message.

### TASK DESCRIPTION FOR STUDENTS:

- 1.** Prepare your smart device.
- 2.** Agreed with the teacher on the method of communication (SMS, messengers, WhatsApp or otherwise).
- 3.** Watch the video with the teacher.
- 4.** Imagine that you (student) are the head of Security. You should prepare an informative message detailing what is important to inform all employees of the company, including what to do, how to act, and what not to do if such a crisis occurs and information about the company appears in the media.

### TASK DESCRIPTION FOR TEACHER / TRAINER:

The teacher's tasks are as follows:

- 1.** The teacher agrees with the students on the method of communication—SMS, messenger, WhatsApp, or otherwise. The teacher provides the number or name for the communication channel.
- 2.** The teacher demonstrates a YouTube video - <https://www.youtube.com/watch?v=xaNuE3DsJHM>. This video also can be found on YouTube by searching "Domino pizza crisis, Dirty Dirty Dominos pizza."
- 3.** Watch this video with the students. Alternatively, the teacher can find and demonstrate a similar video to the students.
- 4.** The teacher asks students to prepare and send a message through the pre-selected channel, as if they were the head of security, detailing what and how they would inform the company's employees after the appearance of such a video in the media.
- 5.** After receiving messages from students, the teacher can analyse the answers and provide feedback and suggestions on whether the communication was clear, if the guidance for employees was clear and consistent, and if it was evident from the message what to do, how to act, and how to communicate with the media if approached.

## ADDITIONAL SKILLS THAT THE STUDENT ACQUIRES THROUGH THIS ASSIGNMENT:

Ability to take decisions; skills to formulate information and opinion.