

CRITICAL COMMUNICATIONS

BEST PRACTICES FOR EMERGENCY OPERATIONS

Effective communication is a critical backbone of safe and successful emergency operations.

- **Brief others**
- **Communicate hazards to others**
- **Acknowledge messages**
- **Ask if you don't know**
- **Debrief your actions**



Briefing Format For Emergencies



1. Here's what I think we face;
2. Here's what I think we should do;
3. Here's why;
4. Here's what we should keep our eye on;
5. Now, talk to me.



Adapted from Karl Weick, *South Canyon Revisited; Lessons From High Reliability Organizations.*