



unitar

United Nations Institute for Training and Research



E-LEARNING COURSE

Crisis Management for Public Officials: Basic Skills

4 modules, from November to December 2020

► Launch of the course
2nd November 2020



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



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ABOUT THE COURSE

Since the end of 2019, the world has been facing significant challenges due to COVID-19. As time has passed, this cross-cutting problem has presented adverse effects everywhere, no matter the socio-economic status of the region. It has put all administrative, judicial, security and health systems to the test, and it has affected the political, economic, social, and cultural lives of individuals and societies, as a whole.

In this context, the role of different stakeholders in decision-making processes varies significantly, and the future will require positive initiatives towards mitigating or even tackling the effects of the crisis caused by COVID-19.

At the center stage of the efforts is the role of public officials, that require continuous engagement in order to produce positive results and provide indispensable public services, even more, during times of crises. Nonetheless, the people who provide public services are also at risk, as well as their families and close relatives.

Therefore, while bearing in mind that the primary responsibility of States is to protect the population under their respective jurisdictions, a positive mindset, as well as guarantees of security and health among public servants (including the creation of spaces for raising awareness) is essential for crisis management.

In this regard, learning how to effectively manage a crisis provides an opportunity for public officials to enhance their capabilities towards a culture of efficiency and community resilience. As a contribution to this endeavor, the United Institute for Training and Research (UNITAR) has brought together its expertise and practical knowledge to develop this e-learning course: 'Crisis Management for Public Officials: The Skills Necessary to Effectively Manage a Crisis and Continually Deliver to the People you Serve' (also known as, 'Crisis Management for Public Officials: Basic Skills').

LEARNING OBJECTIVES

The purpose of the e-learning course is to develop the competences required to overcome the challenges of managing various types of crises, enhance the understanding of the consequences of crises, as well as create a platform for public sector officials to learn from crisis management responses, in order to effectively prepare for future crises.

At the end of the course, we envisage that the participants will be able to:

- Recognize some of the current challenges faced by public officials due to COVID-19;
- Identify contextual challenges due to a crisis and ensure 'business as usual' policies in the public sector;
- Discuss different processes involved in crisis management, including soft skills related to communication strategies and leadership;
- Respond to governance challenges in post-crisis situations, and prepare for future crises.

METHODOLOGY

The course is based on UNITAR's sound adult-learning pedagogical principles. Each module includes supplementary resources for additional reading, self-assessment activities and quizzes. The learning activities are delivered in an interactive manner to ensure the achievement of the learning objectives.

PARTICIPANT PROFILE

The free course is designed to support public servants in the health and non-health sectors, around the world.



COURSE MODULES

2 November to 8 November 2020

1 Fundamental of crisis management

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

9 November to 15 November 2020

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

16 November to 22 November 2020

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

23 November to 29 November 2020

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



For an optional fee of USD 100, a UNITAR Certificate of Completion will be issued to participants that have completed the mandatory activities and obtained a minimum average grade of 75%.

Earn a Certificate!

For more information and registration:

[PLEASE CLICK HERE](#)



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