

## Module 4

### **SHORT QUESTIONS AND ANSWERS:**

#### **1. Explain the three types of Stakeholders.**

The three basic forms of stakeholders are:

- 1) Primary stakeholder
- 2) Secondary stakeholder
- 3) Key stakeholder

#### **2. Discuss the basic steps in Disaster Communication.**

##### ➤ **BASIC STEPS IN COMMUNICATION (IMP):**

1. Forming of communicative intent
2. Message composition
3. Message encoding
4. Transmission of signals
5. Reception of signals
6. Message decoding
7. Interpretation

#### **3. Explain the difference between Risk Communication & Crisis Communication.**

RISK COMMUNICATION	CRISIS COMMUNICATION
Process of exchanging information among the people about nature, magnitude and control of risk	Process of exchanging information among the people during the crisis stage of a disaster.
It is done during or before the disaster stage	It is done after the disaster stage.
Risk is often more nebulous and evolves over time.	A crisis is a specific incident with a short time frame.
Principles for risk communication include, developing and conveying the messages about the risks during and prior to a disaster.	Principles for crisis communication include, being there first, giving right information, being credible, express empathy, promote action to calm the victims and show respect.

Risk communication tends to utilise messages from experts and scientists	Crisis communication typically utilises messages from authoritative sources.
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#### 4. Describe structural and non-structural measures in capacity building.

- **Structural measures** are any physical construction to reduce or avoid possible impacts of hazards.
- It is the application of engineering techniques or technology to achieve hazard resistance and resilience in structures or systems.
- Common structural measures for disaster risk reduction include dams, flood levies, ocean wave barriers, earthquake-resistant construction and evacuation shelters.
- **Non-structural measures** are measures not involving physical construction which use knowledge, practice or agreement to reduce disaster risks and impacts, in particular through policies and laws, public awareness raising, training and education.
- Common non-structural measures include building codes, land-use planning laws and their enforcement, research and assessment, information resources and public awareness programmes.

#### 5. Discuss the Effective ways of promoting stakeholder participation.

- Special efforts are needed to address the disequilibrium of power, knowledge and influence among stakeholder groups and to allow weaker, less organised groups to interact effectively with stronger, more established stakeholders. These include:
  1. Capacity building
  2. Mandated Representation.
  3. Separate Events
  4. Levelling Techniques.
  5. Use of Intermediaries.

#### 6. Explain the steps in Participatory Stakeholder Engagement

The most fundamental steps in stakeholder analysis can be enumerated as follows:

**Step 1:** Identify key stakeholders;

**Step 2:** Assess stakeholder interest and project impacts

**Step 3:** Stakeholder prioritisation

**Step 4:** Outline a stakeholder participation strategy.

#### 7. Summarize the methods and tools for participatory stakeholder engagement

##### **1. Participatory meetings and workshops:**

- a) Panel discussions:
- b) Pyramid Schemes
- c) Debates

d) Round Table

## **2. Participatory Research/Data Collection**

Participation

Flexibility

Teamwork

Optimisation:

Systematic

### **8. Discuss the importance of communication in DRR.**

#### **➤ IMPORTANCE OF COMMUNICATION IN DRR (IMP)**

1. Communication promote preparedness for disasters
2. Communications provide early warnings signals of disasters
3. Communication facilitates proper response to disasters

### **9. Discuss the barriers to effective communication.**

#### **➤ BARRIERS TO EFFECTIVE COMMUNICATION:**

1. Non-Focus on the issue at hand, not being attentive
2. Avoid interruption, show interest in what is being said
3. Avoid being judgemental but make provision for feedbacks
4. Pay attention to non-verbal communication
5. Be conscious of individual differences
6. Keep stress in check but be assertive

### **10. Discuss the goals of Crisis Counselling.**

- Help the person return to his usual level of functioning; decrease anxiety;
- Help people who are in crisis recognise and correct behaviours and cognitive distortions.
- Teach crisis-solving techniques;
- Give more assistance after immediate help is received.
- **Safety:** ensures the individual is safe, any risk has been reduced and resources, if available, have been provided.
- **Stability:** ensures the individual is stable and has a short-term plan which includes mastery of self and the emergency or disaster situation.
- **Connection:** helps connect the individual to formal and informal resources and support.

### **11. Explain the characteristics of an effective crisis counsellor**

### *Some Characteristics of Effective Crisis Counsellors*

Effective crisis counsellors should possess characteristics such as:

- ❖ *Self-Awareness*: knows him/her self and empathise with clients without becoming personally involved or emotional when people who have gone through personal experiences come to them.
- ❖ *Non-judgemental*: willing to listen all through to the client without casting judgement on those in crisis.
- ❖ *Non-Reactive*: does not react to client's outbursts or threats but be completely supportive when client shows strong emotions.
- ❖ *High Tolerance*: remain calm when placed in tense and stressful situations
- ❖ *Specific Training*: receive specific skills and techniques in crisis counselling that are quite different from normal counselling.

### **12. Summarise the basic steps in crisis counselling.**

1. First contact:
2. Short and long term goals:
3. Making a plan:
4. Termination:

### **13. Discuss the needs and various elements in capacity building.**

#### ➤ **NEED FOR CAPACITY BUILDING:**

1. Comprehensive formulation of objectives
2. Conduct training needs analysis
3. Preparation of knowledge skill and attitude
4. Administration of face to face training programme.

#### ➤ **VARIOUS ELEMENTS OF CAPACITY BUILDING:**

1. Education on disaster prevention and response.
2. Training to vulnerable communities
3. Collaboration with relief agencies
4. Mock drill
5. First aid preparedness.

### **14. Discuss the relevance of capacity assessment.**

#### ➤ **RELEVANCE OF CAPACITY ASSESSMENT: (UQ)**

1. Providing a starting point for formulating a capacity development response;
2. Acting as a catalyst for action;

3. Confirming priorities for action;
4. Offering a platform for dialogue among stakeholders;
5. Provide insight into operational hurdles in order to unblock a program or project

**15. List out the steps in capacity assessment.**

➤ STEPS IN CAPACITY ASSESSMENT (imp)

The capacity assessment consist of 3 fundamental steps:

Step 1: Mobilize actors and design the capacity assessment;

Step 2: Conduct the actual capacity assessment; and

Step 3: Summarize and assess the results of the capacity assessment.