**EISF Crisis Management Exercise, Syria and Turkey**

**Debrief Notes**

Most of the content of these notes is taken from the pilot course that was run in Antakya, Turkey, 10-11 February 2014. Depending on the participant group and their context, there may be other things that are important to mention.

Information Management

* It is necessary to have some sort of information management system. It’s often useful to keep track things such as:
	+ Who?
	+ When?
	+ What decision was made as a result?
* Record the information
* Importance of extracting information from various interactions
* It’s a good idea to have an information focal point, someone who ensures that all info is fed to the right place.
* Information security: keep the info safe and away from the eyes of those who don’t need it.
* Classification of information (source, reliability). Might be a good idea to keep track of:
	+ What we know
	+ What we think we know
	+ What we need to know

Roles and Responsibilities

* Have a clear division of labour; it’s not a good idea for everyone to be involved in everything.
* Be sure everyone knows exactly what they are supposed to do and what their level/degree of decision-making power is.
* Have back-ups for all roles.

Communications

* Keep the appropriate people continually informed.
* Keep other staff informed. Let the know what they can do/say and what they cannot do/say.
* Ask for support when you need it
* Media:
	+ Don’t forget that interviews are immediate
	+ It’s okay to ask questions of the journalists; they can be great sources of information
	+ Get the media people’s contact details in case you want to reach them or change what you’ve told them
	+ Do not feel obliged to answer the questions, but it’s also rarely a good idea to say, ‘No comment.’
* Who should write the media statement? Be clear where the media statement should come from (usually at a country or HQ level).
* Don’t forget social media!

Family Support

* Have a designated focal point
* Be clear with the family; generate trust
* Be clear about the position of the family. Where are they?
* Have a schedule for contacting and updating them; share the schedule with them
* Make sure they know how to access any documents they might need. Where are they?