



ENTRi

EUROPE'S NEW TRAINING INITIATIVE FOR CIVILIAN CRISIS MANAGEMENT

COURSE PROGRAMME*
for the SPECIALISATION COURSE on:

**NEW MEDIA
TOOLS AND TECHNIQUES
IN CIVILIAN CRISIS MANAGEMENT**

*This Course Programme was developed by the ICT4Peace Foundation in cooperation with the German Center for International Peace Operations (ZIF) and has been approved by the ENTRi partners in September 2015.

ENTRi is an initiative funded by the European Commission – European Union's Instrument for Stability (80%) – and co-funded by its 13 implementing partners. Each implementing partner is from a different Member State of the European Union, see www.entriforccm.eu.

DAY 1				
MODULE	LECTURER	METHODOLOGY	CONTENT	GENERAL LEARNING OBJECTIVES
Opening of the Course		Group activity Presentation Group Discussion Ice-breaker activity In-tests forms	<ul style="list-style-type: none"> • Welcome and introduction to the course; • expectations; • presentation of participants, organisations & trainers; • in-tests 	<ul style="list-style-type: none"> • To assess the level of knowledge of the course topic at the beginning of the course; • To become familiar with other course participants; • To become aware of the diversity of expertise working in crisis areas; • To gain an understanding of the development of the course programme and formulate expectations
Introduction to Social Media in Crisis Management		Presentation, Group Discussion & Reflection	<ul style="list-style-type: none"> • Latest developments in New Media and its implication for information management in crisis; • Challenges of the latest developments in New Media; • How new developments affect civilian crisis management; • Diversity of New Media tools / platforms and the different areas of expertise where they are applicable; • How New Media tools can be used to reach and include marginalised groups; 	<ul style="list-style-type: none"> • To understand the impact new and web-based social media have on civilian crisis management; • To be aware of the added complexities that have arisen and are arising through the increased use of new media; • To gain an awareness of the latest trends in New Media and how they are relevant for crisis management; • To recognize how new media tools can be used to access and involve groups of society that often do not participate in the official channels and therefore enhance the inclusionary aspect of reform processes
Information Management in Peace Operations		Presentation, Group Discussion & Reflection	<ul style="list-style-type: none"> • Information Management Cycles developed by different organisations working in crisis areas (UN, EU, OCHA); • Opportunities for information sharing in crisis situations; • Role of new media within “traditional” 	<ul style="list-style-type: none"> • To have a basic understanding of different Crisis Information Management systems as used by peace operations as well as humanitarian organizations (OCHA); • To have an awareness for the importance of information sharing in crisis situations; • To understand the information priorities of different

			<p>information management cycles;</p> <ul style="list-style-type: none"> • Different priorities of information management of civilian, military, and police organizations; • Current debate regarding new media tools and information management in peace operations 	<p>organizations working in crisis areas</p>
<p>OS-INT today: Big Data, Open Source, Radical Transparency</p>		<p>Presentation, Group Discussion & Reflection</p>	<ul style="list-style-type: none"> • Introduction to big data basics, and what constitutes big data; • Examples of big data from around the world, especially applicable to humanitarian aid and peacebuilding; • Big data analysis and visualization principles, examples; • Social media and big data; • The UN's commissioning and use of big data; • Challenges around verification and veracity 	<ul style="list-style-type: none"> • To understand the nature of big and open data on the web and internet, and how this information can be useful in crisis response and mitigation; • To understand the impact new and web-based social media have on civilian crisis management; • To be aware of the added complexities that have arisen and are arising through the increased use of new media;

DAY 2

MODULE	LECTURER	METHODOLOGY	CONTENT	GENERAL LEARNING OBJECTIVES
Data Visualisation – Using New Tools & Lay-Outs & New Media Data Visualisation Tools		Presentation, Group Work, Group Discussion & Reflection	<ul style="list-style-type: none"> • Priorities when visualising data; • Basic do’s and don’ts when designing a visual aid in crisis settings; • Guidelines for visualisation set by different organizations; • Developmental process of turning data into a product with visualizations; • Effect of cultural and social factors on data visualization; • Different online tools to assist in creative visualization; • When and how to apply each tool to visualise data most effectively; • Challenges and opportunities of new media tools for data visualization; • Basic data graphing tools and their guidelines; • Differences between ‘traditional’ tools and new media tools for data visualisation and their functions; 	<ul style="list-style-type: none"> • To be able to use new media tools to collect, analyze, present, verify and disseminate information; • To understand the impact new and web-based social media have on civilian crisis management; • To represent complex information visually in a clear and effective manner using available new media tools

DAY 3				
MODULE	LECTURER	METHODOLOGY	CONTENT	GENERAL LEARNING OBJECTIVES
New Cartographies & Mapping Tools		Presentation, Group Work, Application of New Media Tool, Group Discussion & Reflection	<ul style="list-style-type: none"> • Different new media tools available to map information; • Implications of including and excluding information on maps in the crisis context; • Creative ways to find sources for specific mapping needs; • How to create a map to fit particular needs using offline and online tools; • Create maps in a participatory manner 	<ul style="list-style-type: none"> • To be able to use new media tools to collect, analyze, present, verify and disseminate information; • To understand the impact new and web-based social media have on civilian crisis management; • To represent complex information visually in a clear and effective manner using available new media tools • To recognize how new media tools can be used to access and involve groups of society that often do not participate in the official channels and therefore enhance the inclusionary aspect of reform processes.

DAY 4				
MODULE	LECTURER	METHODOLOGY	CONTENT	GENERAL LEARNING OBJECTIVES
Source Verification for New Media Sources		Presentation, Group Work, Application of New Media Tool, Group Discussion & Reflection	<ul style="list-style-type: none"> • Challenges with source verification of new media sources; • Strategies for efficient source verification in crisis situations; • How to build a network of reliable sources; • Latest guidelines regarding New Media source verification; • Mission regulations regarding new media usage 	<ul style="list-style-type: none"> • To be able to use new media tools to collect, analyze, present, verify and disseminate information; • To understand the impact new and web-based social media have on civilian crisis management; • To communicate and share information in a secure manner; • To be aware of the added complexities that have arisen and are arising through the increased use of new media;

DAY 5

MODULE	LECTURER	METHODOLOGY	CONTENT	GENERAL LEARNING OBJECTIVES
Security in the Digital Domain		Presentation, Group Discussion & Reflection	<ul style="list-style-type: none"> • Online and offline data protection, including on mobile devices; • Programs and techniques available for working online in a safe manner; • How to protect data and sources in a crisis context; • IT security regulations at peace operations; 	<ul style="list-style-type: none"> • To be able to use new media tools to collect, analyze, present, verify and disseminate information; • To understand the impact new and web-based social media have on civilian crisis management; • To communicate and share information in a secure manner; • To be aware of the added complexities that have arisen and are arising through the increased use of new media;
Closing Session		OUT Test, Group Discussion & Reflection	<ul style="list-style-type: none"> • OUT Test • Feedback round for verbal feedback on course content • Handing out of certificates 	<ul style="list-style-type: none"> • To assess one's own learning over the course's duration; • To reflect on effectiveness of course format and content; • To determine added value of the course and areas of improvement