

# FEMA and Other Agency PA Courses

**IS-242.a Effective Communication** is designed to improve your communication skills. It addresses:

- Basic communication skills
- How to communicate in an emergency
- How to identify community-specific communication issues
- Using technology as a communication tool
- Effective oral communication
- How to prepare an oral presentation

This course is offered online at <http://www.training.fema.gov/EMIWeb/IS/is242a.asp>.

**IS-704 NIMS Communications and Information Management** provides capabilities required to achieve effective communications and information management, including assessing the communications and information management capability of your jurisdiction or agency, managing incident information flow, and identifying strategies for continually improving communications and information management systems and maintaining their readiness. This course is offered online at

<http://www.training.fema.gov/EMIWeb/IS/IS704.asp>.

**IS-250 Emergency Support Function 15 (ESF 15) External Affairs: A New Approach to Emergency Communication and Information Distribution** provides basic training on the concept and practical application of the ESF 15 Standard Operating Procedures to all FEMA External Affairs staff, regardless of duty station, as well as to staff in all other agency divisions and federal, tribal, state, local, private sector, military and Voluntary Organizations Active in Disaster (VOAD) partners. This course is offered online at <http://www.training.fema.gov/EMIWeb/IS/is250.asp>.

**IS-702.a National Incident Management System (NIMS) Public Information Systems** provides basic information and tools to apply NIMS public information systems and protocols during incident management, including:

- The Joint Information System (JIS), and the Joint Information Center (JIC), and how they relate to each other.
- The JIS/JIC process of gathering, verifying, coordinating, and disseminating information by public information and incident management personnel.
- Each agency involved in given emergency situations and the role of each in the JIS to ensure appropriate situational awareness information is communicated to the public.
- Key terms related to public information systems to include the relationship with multiagency coordination systems and the field.

The course is offered online at <http://www.training.fema.gov/EMIWeb/IS/is702a.asp>.

**IS-29 -Public Information Officer Awareness Training** covers basic information about the role of a state or local public information officer. The goal of this awareness course is to provide an orientation to the public information function and the role of the Public Information Officer (PIO) in the public safety/emergency management environment. This course is offered online at

<http://training.fema.gov/EMIWeb/IS/is29.asp>.

**WB1138 Crisis & Emergency Risk Communication Course** shares lessons learned during public health emergencies and incorporate best practices from the fields of risk and crisis communication, including effective integration of emergency risk and crisis communication planning and resources into overall emergency operations planning at the community, state and federal levels; emergency risk and crisis communication concepts, crisis communication planning and tools, including problem definition, analysis, implementation of intervention, evaluation, and feedback. This course is offered online at <http://www.bt.cdc.gov/cerc/ce.asp>.

**G-289 Public Information Awareness** has been designed to orient the student to the public information function and the role of the public information officer in the public safety and emergency management environment. PIOs in public safety and emergency management organizations are responsible for

ensuring that the affected public receives accurate and timely information during an emergency. Armed with good information, people are better able to make good decisions, and by doing so contribute to the overall response goal of saving lives and protecting property. The goal of this training is to provide participants with the skills and tools that those new to the position of PIO or with limited experience can use to effectively communicate with external audiences on a daily basis. This course is part of a tiered training approach in that it provides the foundation for more advanced training that takes participants from the awareness level to the mastery level in their public information careers. This course is a prerequisite for Basic PIO training, followed by the Advanced PIO course. **This course is conducted by the states.** Contact your State Emergency Management Agency to find out when and where the course will be offered. [Click here for a list of the training offices of the State Emergency Management Agencies.](#)

**G-290 Basic Public Information Officers Course** is aimed at the new or less experienced PIO. The emphasis is on the basic skills and knowledge needed for emergency management public information activities. Topics include the role of the PIO in emergency management, news release writing, public speaking and television interviews. Students will write a press release, do a video-taped practice interview and final interview. **This course is conducted by the states.** Contact your State Emergency Management Agency to find out when and where the course will be offered. [Click here for a list of the training offices of the State Emergency Management Agencies.](#)

**E388 - Advanced Public Information Officer** is a four-day course with a series of lecture presentations and exercises that focus on Legal Issues in Public Information, Public Information and Public Policy, Risk Communication, Interpersonal Skills for Public Information Officers, Conflict Resolution, Communicating Effectively During an Emergency, Media Relations, Emergency Information Systems, Stress Management for PIOs, and a Joint Information Center exercise. This course is conducted at the Emergency Management Institute in Emmitsburg, Md. Information is online at <http://training.fema.gov/emicourses/crsdetail.asp?cid=E388&ctype=R>.