# Crisis Communications Planning for Libraries, Archives, and MuseumsGroup Activities Guide

This guide can be used to facilitate discussion and activities among a group of learners after they have individually completed this self-paced course. It is not necessary to be an expert in the course content to facilitate the following discussions and activities. For a deeper dive into learning group facilitation, refer to [WebJunction’s Learning Group Facilitation Guide](https://www.webjunction.org/news/webjunction/facilitator-guide-general.html).

If possible, check in with your learning group before beginning this course to discuss what the group wants to accomplish, both as individuals and as a group.

## Group discussion questions

* Who fulfills the roles of the potential crisis communications team members in your organization? Are there any roles not filled, and, if so, who could fill them on an interim basis?
* How does crisis messaging change for different audiences? What is unique about each of your audience groups (internal, external, funding stakeholders)?
* Initial statements help you communicate quickly and get control of the message. Have/ has your organization ever issued an initial statement about a past incident? Looking back, what would you change or improve about that initial statement, if anything?
* In your opinion, which is the most important step to take during a crisis and why?
* Crises can put a spotlight on your policies and procedures. What is one policy or procedure you want to prioritize updating before a crisis occurs?
* What other areas of interest do you have around this topic? How will you fill the gaps in your learning?

## Suggested group activities

* Review and discuss the Crisis Communications Plan Template. What steps will you take to complete this template and by when will it be completed?
* Set a date to complete your Crisis Communications Plan using the provided template as a starting point. If possible, agree to share your plan with your learning group by your target date.
* Set a date to reconvene in three to six months to discuss what you learned and applied from this course. Have you encountered any situations where you needed to use your learnings from this course and/or your Crisis Communications Plan? What went well and what would you do differently next time?