



ESTABLISHING A CULTURE OF EFFECTIVE COMMUNICATION IN EDUCATION

Building resilience and fostering well-being through effective communication

The Building Resilience through Inclusive Education Systems (BRIES) activity looked at how education systems in Europe have been affected by the COVID-19 pandemic, the lessons learnt, and how to turn the crisis into an opportunity to build resilience and foster well-being.

A well-established culture of effective communication supports the resilience and well-being of learners, families, teachers and school communities. In times of crisis, this reduces the impact of risk factors for all.

A culture of effective communication in education enables and supports stakeholders to...



provide safe and secure psycho-social **learning**



act proactively, feeling prepared for psycho-social emergencies

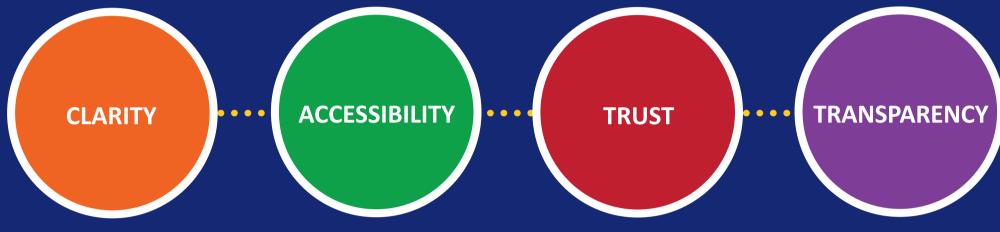


create supportive links in the community around learners and families

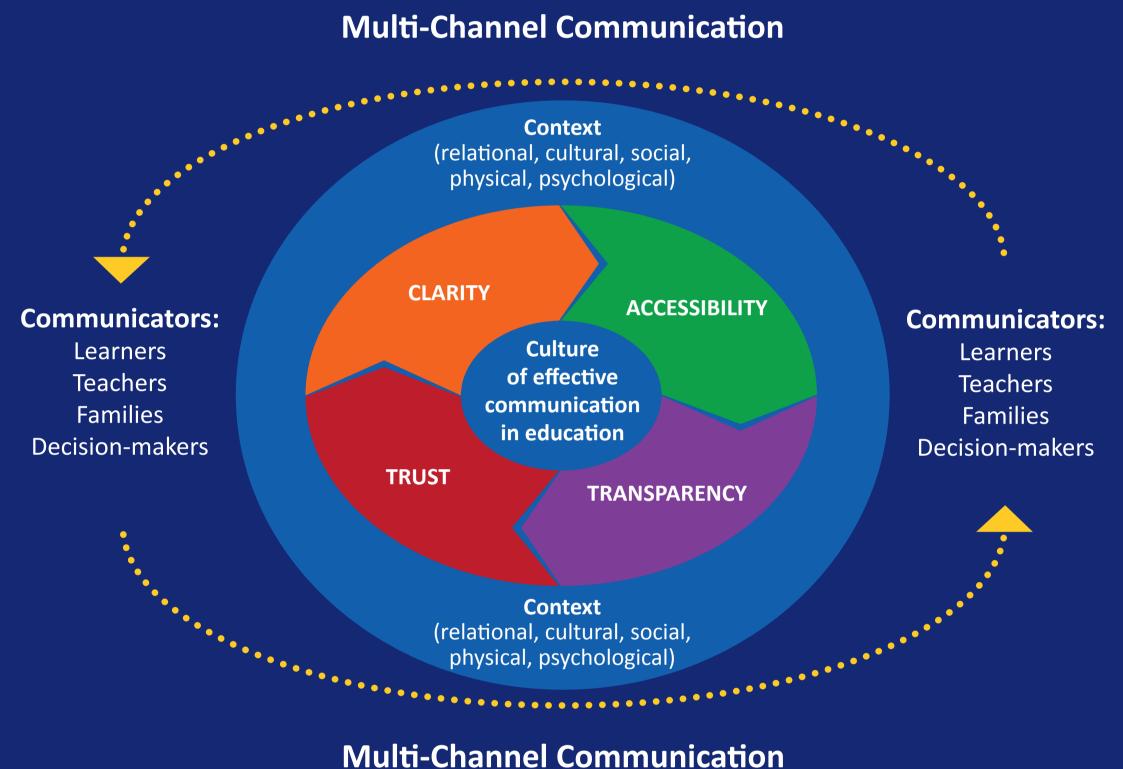


use effective communication to address the needs of all learners

The core elements of effective communication



The Establishing a Culture of Effective Communication in Education model encompasses two-way and multi-channel communication, offering different ways to communicate online and in person. The core elements describe the essential basis for effective communication, while considering different contexts, using multiple channels.



The Establishing a Culture of Effective Communication in Education model is connected to a well-being framework. The core elements feed into the

effective communication. When education stakeholders implement effective communication, they develop a culture of effective communication with the participation of all those involved in the education environment. This, in turn, leads to improved

well-being and resilience for all, also in the face of crises.

framework as factors that convert existing communication resources into



communication in education:

clarity, accessibility, trust

and transparency



Existing

communication

resources

Fostering ...

Convert to ...

Implement for ...

Effective

communication

Well-being

and resilience

challenges experienced in communication structures and processes which were in place during the pandemic, and to determine how those processes could be improved.

Decision-makers are

encouraged to reflect on

Building and

using a culture of

effective

communication

communication in education supports decision-makers to identify and respond to the needs of all learners.

A culture of effective

crisis mitigation, download the Guidance for Establishing a Culture of Effective **Communication in Education** available on the Agency website.

Access the BRIES web area to learn more about the activity:

For a more in-depth look at how effective communication in education can support

www.european-agency.org/activities/BRIES

© European Agency for Special Needs and Inclusive Education 2024





the European Union

European Commission can be held responsible for them.