

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 environments



act proactively, feeling prepared for psycho-social emergencies

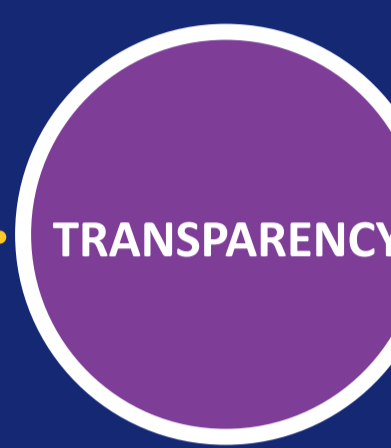
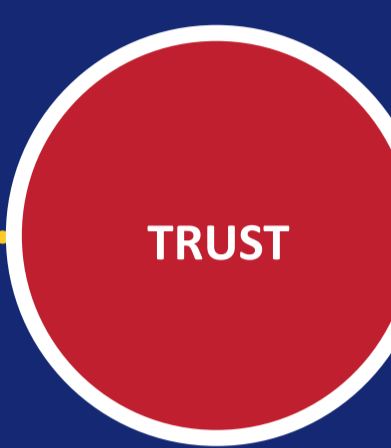


create supportive links in the community around learners and families



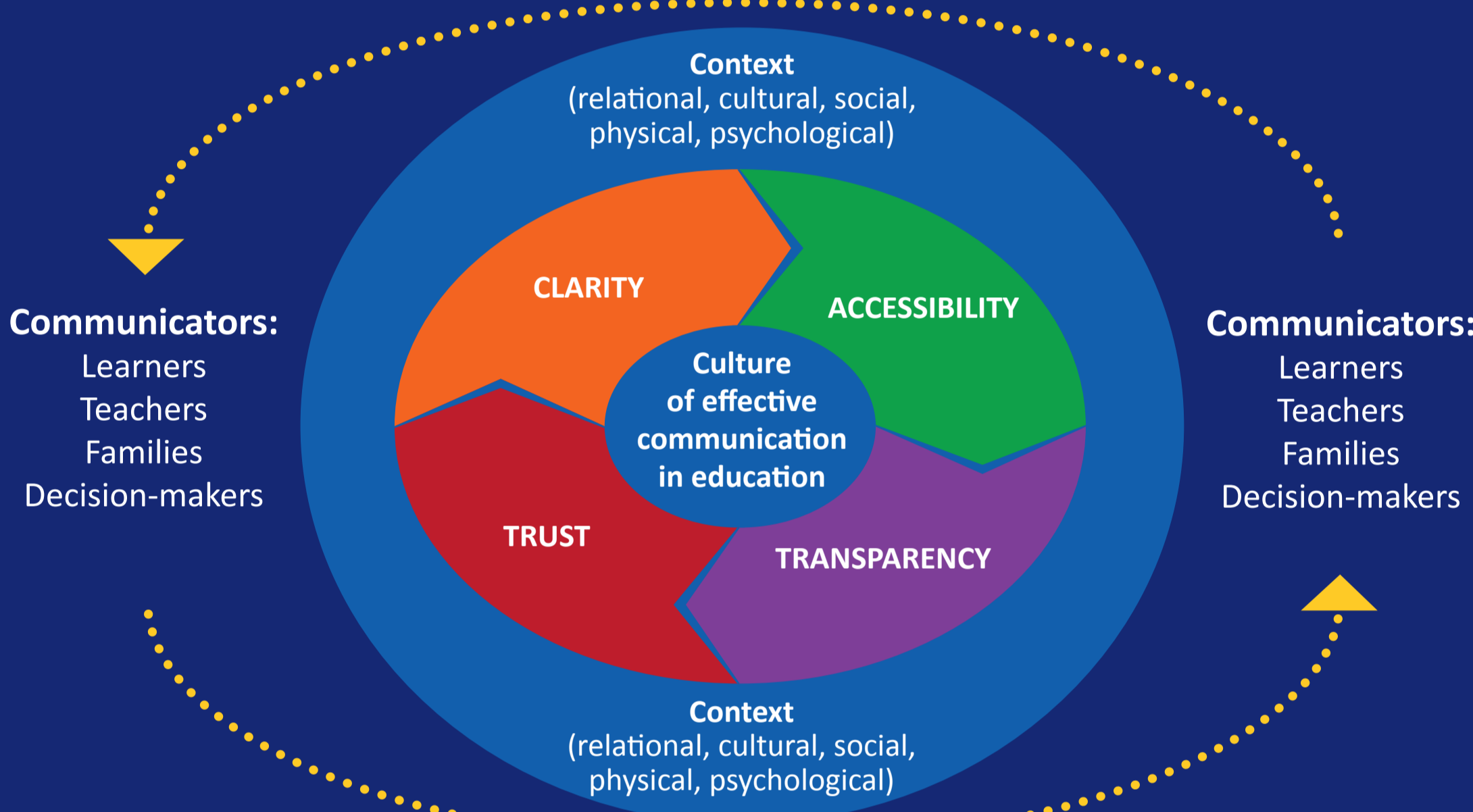
using effective communication to address the needs of all learners'

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.

Multi-Channel Communication



Multi-Channel Communication

The **Establishing a Culture of Effective Communication in Education** model is connected to a well-being framework. The core elements feed into the framework as factors that convert existing communication resources into 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.



Decision-makers are encouraged to reflect on challenges experienced in communication structures and processes which were in place during the pandemic, and to determine how those processes could be improved.

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

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

www.european-agency.org/activities/BRIES

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