TOOLS AND APPROACHES

… for Improved Communication of Uncertainty in Emergency Situations

Literature Review

Systematic search of literature and online resources of tools, approaches and instruments of how uncertainties in the event of a nuclear emergency are communicated. In total 80 tools are found and summarised in a database.

Criteria

Communication tools are checked against these criteria:

- Addresses uncertainty
- Covers radiation protection
- Effectiveness: (a) with respect to exposure of information (b) with respect to understanding (c) with respect to behavioural changes (d) with respect to societal impacts
- Efficiency
- Communicative quality (information, dialogue, participation)
- Resilience
- Social acceptance and trust
- Ethical acceptability, including fairness and social equity
- Political and legal feasibility
- Clarity and comprehensibility of the message

DIALOGIK
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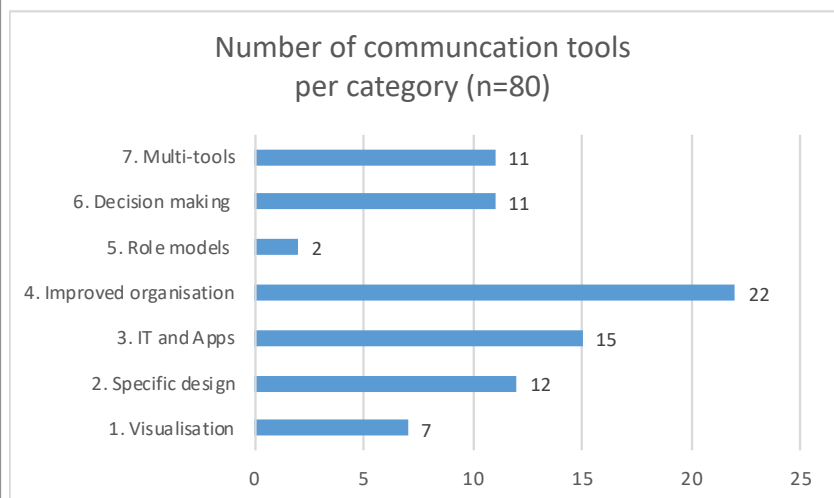
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Categories of Tools

For a nearer characterisation the communication tools are divided into 7 categories.

Number of communcation tools per category (n=80)

Category	Number
7. Multi-tools	11
6. Decision making	11
5. Role models	2
4. Improved organisation	22
3. IT and Apps	15
2. Specific design	12
1. Visualisation	7

Conclusion

The tools vary significantly, ranging from sophisticated online and app solutions, approaches of behavioural change through role models, improved organisation (externally and internally) and decision making solely by experts & authorities in the field of radiation protection.

Promising areas for further investigation are especially the IT and applications for cases of emergency and multi-tools for a broader usage by various target groups.