



## **Communication challenges during crises - a serious game**

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The purpose of this serious game is to create more awareness of the challenges and misunderstandings that occur in communicating during crisis situations. The focus lies on generating discussion and creating (more) understanding between multiple parties involved if, for instance, a flood (or a similar type of event) occurs. The game has been developed as a card game with 2 rounds whereby people take on one of the roles provided. There will be roles to play, such as citizens, forecasters, mayor and press, that have different options and needs for information.

The game, though not yet finalized, has been played as a pilot at a users conference of Delft-FEWS in October 2017 and received very positive feedback.