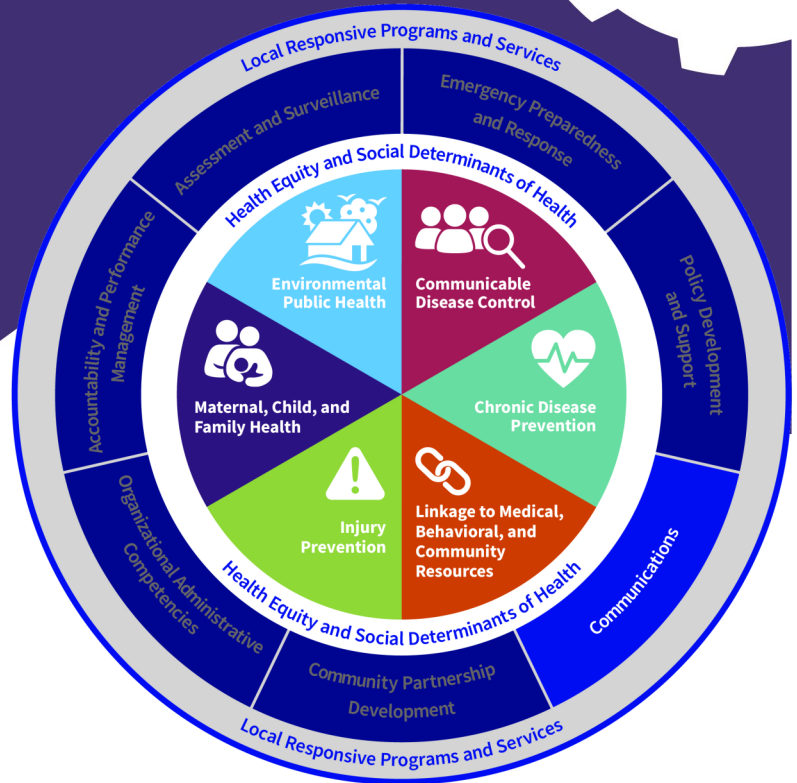


FOUNDATIONAL CAPABILITY: Communications

SPECS

Communications involves the sharing, receiving, and interpretation of messages through a number of different techniques and pathways. Public health agencies should have competency writing and implementing a communications plan, executing a risk communication strategy, and engaging in two-way communication with internal and external audiences, including the media.

Successful public health outcomes depend on an organization's ability to clearly communicate proactive health education and disease prevention messages. Agencies must assure information is accessible, understandable, and actionable for all audiences.



Foundational Capabilities Foundational Areas

DISCUSSION

1. How might we revise information we provide in order to assure it is accessible, understandable, and actionable for all audiences?
2. What practices should we change to assure two-way communication with our internal and external audiences?
3. What training would help staff improve communication skills?
4. What framing strategies should we be using in our messaging?

APPLICATION

1. Increase staff competency at using the teach back method, clear communication, and other [health literacy friendly principles](#).
2. Work as an agency to develop an overall [communication plan](#) and a [risk communication plan](#) and [strategy](#).
3. Reach out to community partners to develop a communication network that can help facilitate a [joint information system](#).

#HealthierMO is a grassroots initiative to transform Missouri's public health system into a stronger, more sustainable, culturally relevant and responsive system that can offer every Missourian the fair opportunity for health. #HealthierMO is a project of the [Missouri Public Health Association](#), with support from [Missouri State University](#). Funding is provided by [Missouri Foundation for Health](#) and [Health Forward Foundation](#).

RESOURCES

- [Planning Before You Communicate, PHF](#)
- [Media/Communication Plan Template, CDC](#)
- [Message Framing, Frameworks Institute](#)
- [Answers to Tough Questions About Public Health, PHRASES](#)
- [Communication Resources, Public Health Communications Collaborative](#)
- [Assessing Your Health Communication Plan, MICH](#)