

Help military and government personnel

U.S. Army Public Health Center

Health Risk Communication Division (HRC)

We offer a variety of consultative and educational services to help military and government personnel strategically plan for effectively addressing public concerns regarding health, environmental, deployment, homeland security, organizational conflicts, and similar issues that affect mission success.

An investment in using risk communication tools and techniques can help organizations mitigate problems before requiring a more costly solution later.

HRC can help you:

- Apply communication skills to effectively identify and address risk perceptions and concerns.
- Identify and use appropriate tools to effectively communicate the complexities of risk.
- Manage conflict using proven risk communication principles.
- Repair and maintain relationships that are crucial to successfully completing a mission.

For more information please contact <https://phc.amedd.army.mil/topics/communication/hrc/Pages/default.aspx>



Visit our website:
<https://phc.amedd.army.mil/topics/communication/hrc/Pages/default.aspx>



Communication skills for any issue that impacts your mission.



APHC Health Risk Communication Division

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410-436-8152
DSN 584-8152

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Consultative and Educational Services



When would I use risk communication?

Questions to ask:

- Do your Soldiers, Airmen, or Sailors think their illness is related to deployment?
- Is a contaminant migrating off of your installation toward a water supply?
- Are your personnel questioning the need for vaccinations?
- Do you face public opposition to your live training exercises?
- Have you communicated with your employees about your organization's emergency action plan?
- Does the local community complain of health problems and blame your installation?
- Are personnel in your organization properly trained to communicate sensitive or contentious issues with your stakeholders?



Benefits of using Risk Communication

- Improve the organization's ability to focus on the mission at hand
- Proactively get ahead of issues
- Build and maintain relationships with stakeholders
- Make better risk management decisions
- Improve public perception



Risk Communication Consultation

Services Provided

- Risk communication strategic planning
- Public forum planning
- Rapid response support/Crisis communication support
- Risk communication needs assessment
- Stakeholder identification
- Focus groups
- Document review



Risk Communication Educational Services

Our educational services are open to all military services, DoD, and other government agencies. For more information visit our website: <https://phc.amedd.army.mil/topics/communication/hrc/Pages/default.aspx>.
Educational Services:

- On site Risk Communication workshops
- Executive sessions for senior leadership
- Topic specific educational engagements