

Please cite as: EUAA, 'Communication and information provision' in *Training Catalogue*, Lúnasa 2022.

Communication and information provision

Communication and information provision

Communication and information provision trainings focus on the knowledge and skills required to design, deliver, and manage effective communication strategies in asylum and reception contexts. They support professionals in ensuring that information provided to applicants and stakeholders is clear, accurate, timely, and accessible.

These trainings address both strategic and operational aspects of communication, including planning, delivery, and adaptation to different contexts, media and audiences.

Who this training is for

These trainings are intended for:

- **asylum and reception professionals involved in communication activities**
- **staff responsible for information provision to applicants**
- **professionals involved in communication planning, outreach, and stakeholder engagement**

What these trainings cover

Through communication and information provision trainings, participants develop knowledge and skills related to:

- **assessing communication and information needs**

- **designing communication and information provision strategies**
- **communicating effectively in complex and emergency situations**
- **using digital channels and tools for communication**
- **understanding public perception and information flows**
- **addressing misinformation and rumours**

These competencies are essential to ensure that communication supports fair procedures, informed decision-making, and trust in asylum and reception systems.

Available trainings

The following non-accredited trainings are available:

- **Information and communication needs assessment**
- **Designing a communication and information provision strategy**
- **Communication in emergencies**
- **Communication through digital channels**
- **Surveys to understand asylum-related migration**
- **Rumours management**

© European Union Agency for Asylum 2026 | Email: info@euaa.europa.eu