

ZiF-Research Group “Communicating Disaster”

Workshop

Emergency Communication

February 23-24, 2011 (ZiF)

Schedule

Wednesday 23, February, 2011 (ZiF, Long Table)9:00 *Arrival, coffee*

9:15 Opening (Introduction by the editors)

Session I (9:30 - 12:30)9:30 Tom Koole
*Dealing with the Inexperienced Caller*10:00 Lorenza Mondada
*Locating trouble: place formulations in calls for help*10:30 Giolo Fele
*“Where did it happen?” Action progressivity and activity progressivity in calls for emergency assistance*11:00 *Coffee break*11:30 Ilkka Arminen
Sequential organization of Finnish emergency calls and some sources for operator-caller misalignments

12:00 Discussion

12:45 *Lunch***Session II (14:00 - 17:30)**14:00 Jonas Landgren
*Alarm or Emergency Calls*14:30 Jonathan Potter & Alexa Hepburn
*The interactional management of ‘slow emergencies’: The work of a child protection helpline*15:00 Tine Larsen
*Dispatching emergency assistance - Some notes on the decision-making process of Danish emergency centre call-takers*15:30 *Coffee break*

- 16:00 Thomas Ley
What comes after the police emergency alarm? – A single case study and considerations on the systematic study of the communication of mobilising
- 16:30 Wolf R. Dombrowsky
Warning – Social Relations and Technical Conditions
- 17:00 Discussion
- 18:30 *Dinner at ZiF-Cafeteria*
- 19:30 *Party in the Fellow Room at ZiF*

Thursday 24, February, 2011 (ZiF, Round Table)

**Contributor's Meeting (9:30 - 12:30)
(contents t.ba.)**

- 11:00 *Coffee break*
- 12:30 *Lunch*

Editor's Meeting (14:00 - 15:00) (ZiF, Round Table)