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
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<thead>
<tr>
<th>Time</th>
<th>Speaker</th>
<th>Topic</th>
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<tbody>
<tr>
<td>16:00</td>
<td>Thomas Ley</td>
<td>What comes after the police emergency alarm? – A single case study and</td>
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<td>considerations on the systematic study of the communication of mobilising</td>
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<td>16:30</td>
<td>Wolf R. Dombrowsky</td>
<td>Warning – Social Relations and Technical Conditions</td>
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<td>17:00</td>
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<td>Discussion</td>
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<td>18:30</td>
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<td>Dinner at ZiF-Cafeteria</td>
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<td>19:30</td>
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<td>Party in the Fellow Room at ZiF</td>
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**Thursday 24, February, 2011 (ZiF, Round Table)**

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

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<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>11:00</td>
<td>Coffee break</td>
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<tr>
<td>12:30</td>
<td>Lunch</td>
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**Editor’s Meeting (14:00 - 15:00) (ZiF, Round Table)**