

Stronger together: Innovative RCCE capacity strengthening tools

15 October 2025

WHO competency framework for RCCE

- This framework provides a **standardized, evidence-based foundation** to strengthen RCCE capacity across WHO, Member States, and partners.

It defines the **core knowledge, skills, and behaviours** needed to:

- Communicate risks clearly and effectively
- Manage and counter misinformation
- Engage and empower communities

It establishes a **shared global standard** to:

- **Build and sustain** competencies and workforce capacity
- **Enhance coordination** across regions
- **Improve accountability and performance**, ensuring actions align with best practice and ethical standards
- **Integrate RCCE** into national systems

Users....

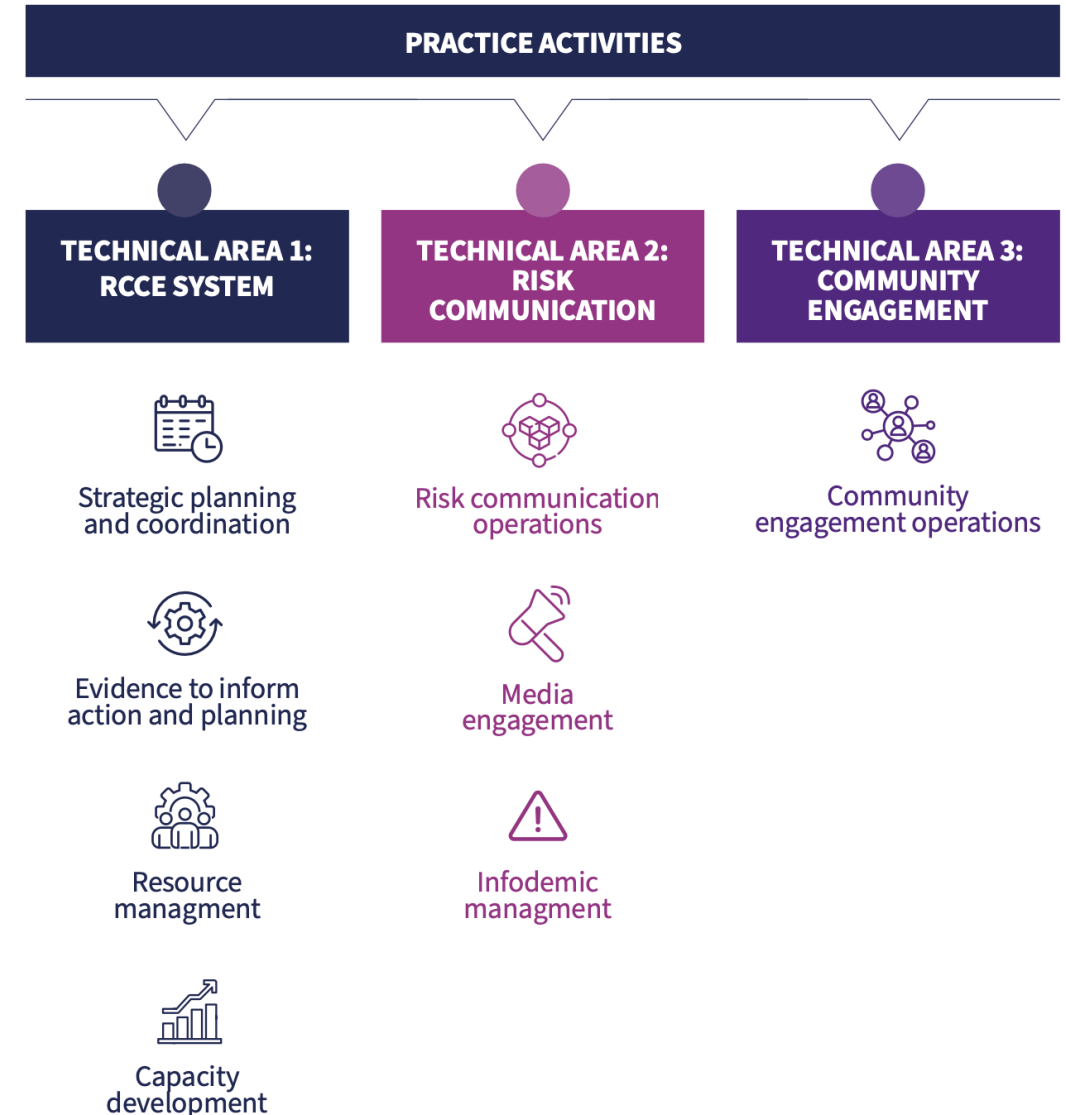
WHO competency framework, risk communication and community engagement

For stronger and more inclusive health emergency programmes



<https://www.who.int/publications/i/item/9789240035287>

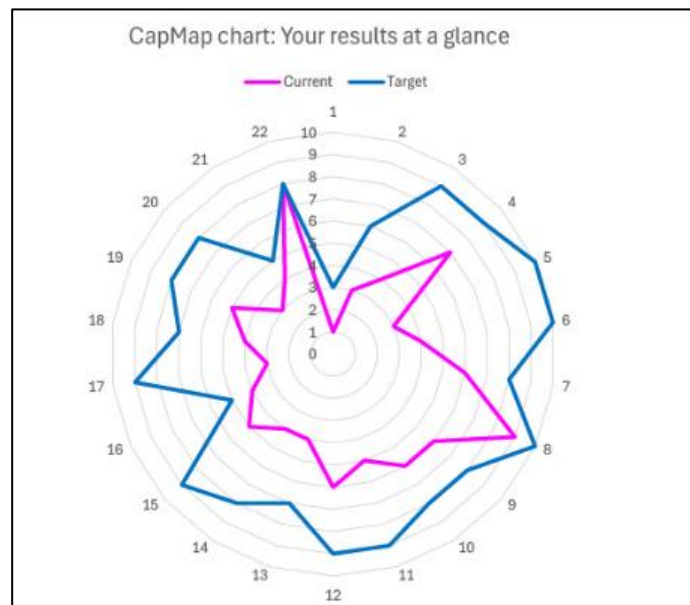
Key behaviours, practice activities and tasks across emergency cycle



RCCE-IM tools

Capability Mapping (CapMap) Tool

- Purpose: To evaluate the current capacities of individuals and teams in RCCE-IM.
- Uses questions to gather detailed insights into knowledge and skills, ideal for teams developing national plans.
- Covers **6 subject areas, 20 domains, and 77 subdomains.**
- Results may be used to: Identify priority areas for capacity development; Highlight strengths and gaps within teams; and Inform the design of customized training programs.

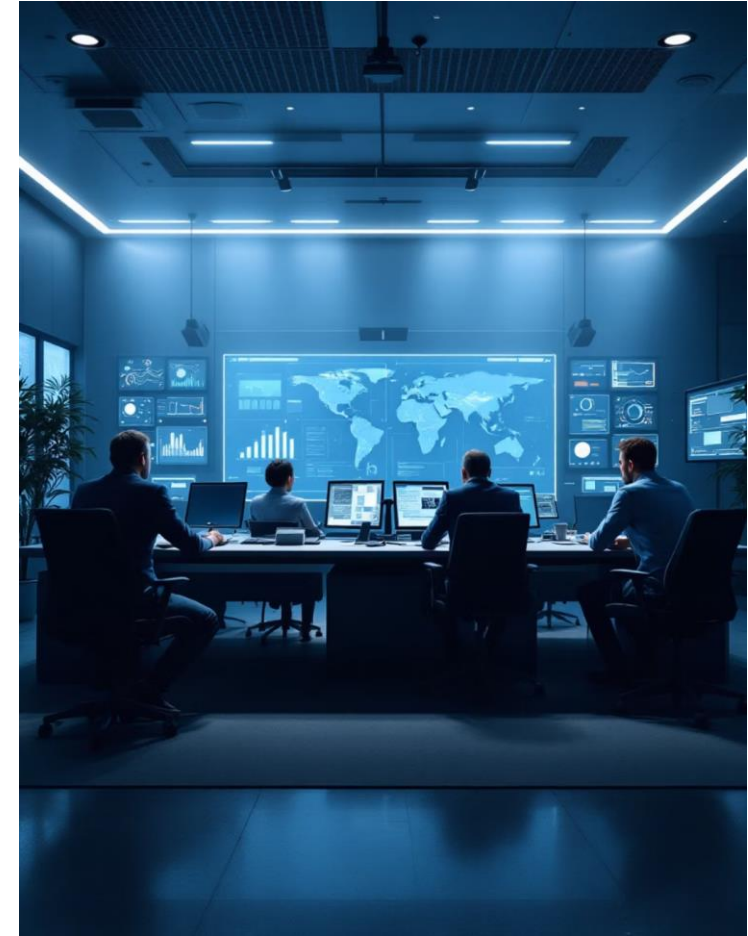


Plan Creator Tool

- Converts CAPMAP assessments into actionable plans.
- Features **10 interactive modules** for developing either all-hazard or hazard-specific plans.
- Includes **checklists, plan templates, and resource libraries.**
- Plans are uploaded to collaborative platforms like SharePoint, Box, Dropbox to facilitate teamwork and accessibility.

Development of the Interfederal RCCE-IM plan for Health Crises in Belgium

- As response to Covid-19 communication challenges, a Belgian parliamentary commission reviewed the crisis response and concluded that the country must improve its preparedness, especially in communication.
- Belgium established the “DG Preparedness and Response to health emergencies” to centralize crisis response efforts.
- A Generic Preparedness Plan was developed that provides for: Development of operational crisis communication plans; Maintenance of communication networks; and Clear role definitions and cooperation agreements among communication units during health emergencies.
- A workshop was organized in February 2024 with WHO and partners.
- Bilateral meetings were conducted with each partner to understand needs, obstacles, methodologies, and planning.
- Presentation to the college of FPS Presidents resulted in project approval and designation of two contributors per organization.
- The plan identifies community-based approach as foundation for effective crisis communication and response.



RCCE Dengue course

- Designed as a self-instructional module leveraging WHO's RCCE R&R toolkit.
- Uses a narrative-based approach featuring characters Brisa and Benjamin, health professionals responding to a dengue outbreak, to enhance learner engagement and practical application of RCCE principles.
- Available in English and Spanish; course duration of 3 to 3.5 hours
- Access: <https://bit.ly/PAHORCCEdengue>



EPI-WIN webinar

- View webinar “[Stronger together: Innovative RCCE capacity strengthening tools](#)”
- Speakers
 - Kai Von Harbou, Unit Head, Community Protection and Resilience, WHO HQ
 - Thomas Moran, Community Protection and Resilience, WHO HQ
 - Cristiana Salvi, Regional Adviser, Community Resilience and Protection, WHO EURO
 - Nancy Claxton, Technical Officer, Capacity Building for RCCE-IM, WHO EURO
 - Manon Hupin, Communication de crise, Belgian Federal Public Service
 - Tanya Escamilla, Specialist, PAHO Health Emergencies