

***Building disaster resilience by
using empathy as a resource to
design more effective
community participatory
processes during disaster
recovery***

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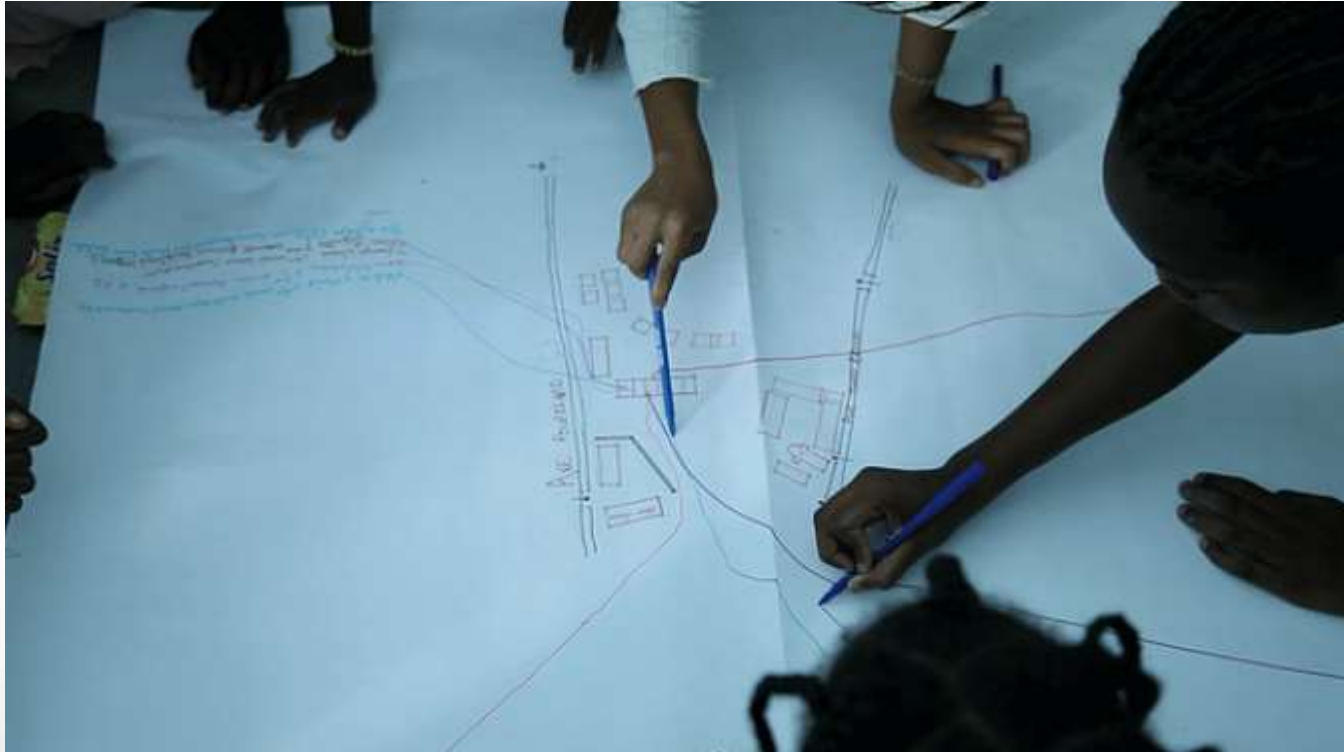
Dialogic Solutions LTD

We Know How to Have Difficult Conversations

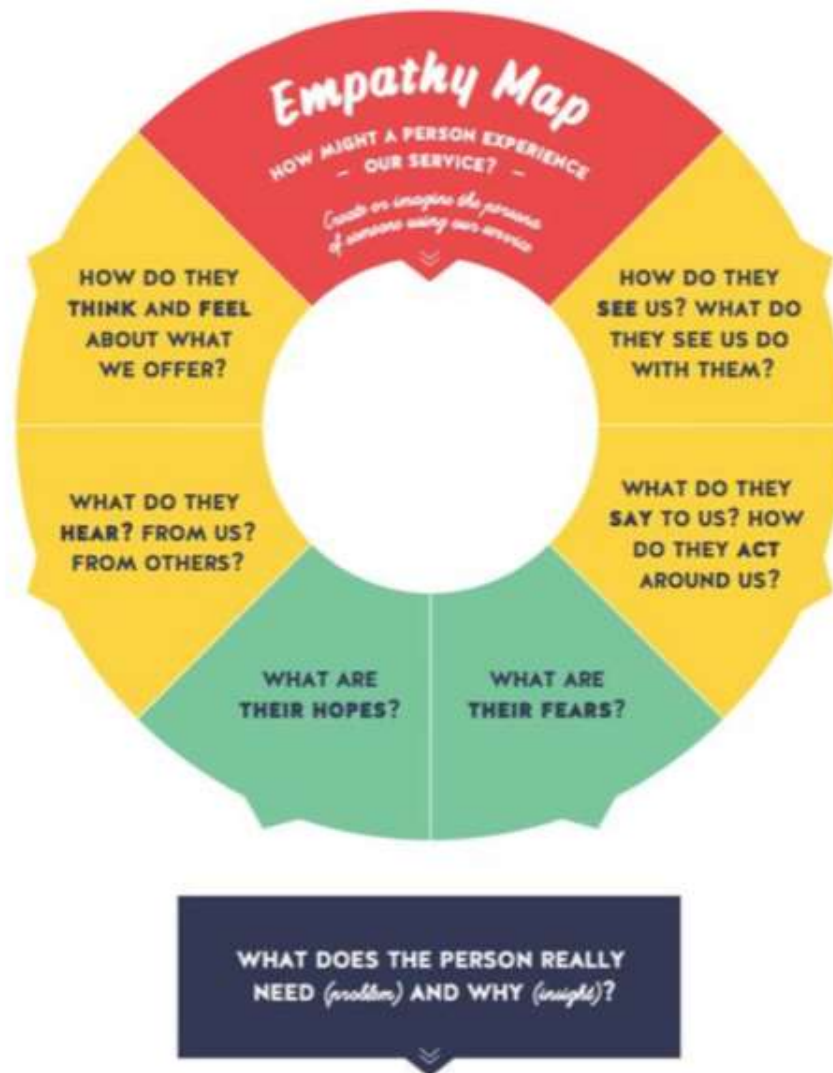
We help government, companies and communities to have critical conversations of every kind and engage in dialogue that is capable of:

- building and repairing relationships,
- solving problems, and
- identifying paths for moving projects, policy and plans forward.

Why focus on recovery?



Thinking Development, <https://flic.kr/p/bBfH6T>





Leslie Knope, Parks and Recreation

“We realize that the storms didn’t cause all of our problems. It took the problems that we had and either made them much much better or much much worse. It puts a magnifying glass on it. And it showed us clearly where we have work to do.”

Mitch Landreau, the Mayor of New Orleans



hans.emtenas, <https://flic.kr/p/4PqVbj>

1. Take time to create and strengthen human connectivity in order to make difficult conversations possible

2. Put as much control and power into the community's hands as possible but make sure that the support they need to exercise their power is plentiful and long-term

3. Identify, value and elevate community capacity versus seeing disaster survivors and vulnerable populations with a narrow needs based lens

Why create space for empathic public participation?

- Makes difficult conversations possible
- Nurtures curiosity
- Enables courageous and effective leadership
- Empowers the community
- Gets us face-to-face for better information gathering and sharing
- Takes a capacity based approach rather than needs based approach
- Keeps people at the center of the design process
- Increases resilience and promotes human connection and growth through investing in social capital
- Closes the loneliness gap after disasters

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