



### Activity Sheet:

This activity helps participants learn how to deliver clear, concise updates to internal or external stakeholders during critical situations. It strengthens communication under pressure by focusing on structure, clarity, and action.

#### Instructions:

1. Read the sample.
2. Use the provided structure to draft your own stakeholder update.
3. Practice delivering it within **1 minute**.
4. Keep your tone **professional, calm, and focused on resolution**.
- 5.

#### Tips:

- Be timely and clear
- Maintain confidentiality when required
- Use structured formats
- Use specific timelines and locations
- Focus on action and next steps
- Avoid technical jargon

## ✓ **Sample Format:**

**(Use this structure): Issue – Cause – Action – Next Steps**

**Scenario:** Water Supply Disruption – Zone 3 & 4

**Update:**

“Good morning. We had an *unplanned water supply interruption* this morning in Zones 3 and 4 due to a *burst in the main pipeline* near Netaji Road. The issue occurred at 6:30 AM and affected over 2,000 households. *Repair teams were mobilized* within 30 minutes and work is currently underway. We’ve *arranged emergency tanker supply* for the most impacted lanes and shared public updates through WhatsApp and local RWAs. *Restoration is expected by 6 PM today*. We’ll continue monitoring the situation and send a final update once services resume. No safety incidents have been reported so far.”

## **Practice Scenarios**

Choose a scenario and fill in the 1-minute update using the format.

**Issue – Cause – Action – Next Steps**

**Reflection Questions:**

- Who needs to know?
- What do they need to know?
- When and how should it be shared?

### **Scenario 1: Power Failure at Public Health Centre**

A transformer outside a health centre malfunctioned at 9 AM. Cold storage for vaccines is affected. Technicians are on-site and backup generators are active.

**(Hinglish version):** Subah 9 baje health centre ke bahar wala transformer kharab ho gaya. Vaccine ka cold storage effect hua hai. Technician site par hain aur backup generator chalu kar diya gaya hai.

**Your 1-minute update:**

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**Scenario 2: Ration Truck Delayed in Rainstorm**

Heavy rain in the morning blocked highways. Ration supply to two wards was delayed. Distribution will resume by 3 PM. Citizens have been informed.

**(Hinglish version):** Subah ki tez baarish se highway block ho gaya. Do wards mein ration supply late ho gayi. Distribution 3 baje se fir shuru hoga. Logon ko already inform kiya gaya hai.

**Your 1-minute update:**

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**Scenario 3: Dengue Cases Rise in Ward 12**

Five cases of dengue reported in a single week. Fogging was already scheduled but has now been doubled. House-to-house inspections have started.

**(Hinglish version):** Ward 12 mein ek week mein dengue ke 5 cases aaye hain. Fogging pehle se plan tha, ab usse double kar diya gaya hai. Ghar-ghar inspection bhi shuru ho gaya hai.

**Your 1-minute update:**

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**Scenario 4: Drain Collapse on Main Road**

A drainage line collapsed outside the local market, causing traffic disruption. Barricades have been placed, and repair was started within 2 hours.

**(Hinglish version):** Local market ke bahar drainage line gir gayi hai, jis se traffic block ho gaya. Barricades laga diye gaye hain aur 2 ghante ke andar repair ka kaam shuru ho gaya hai.

**Your 1-minute update:**

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