



INTERNATIONAL
**CRISIS & RISK
COMMUNICATION**
CONFERENCE



PROGRAM BOOK 2021

Welcome!

Welcome to the 11th Annual International Crisis and Risk Communication Conference sponsored by the Nicholson School of Communication and Media. We are pleased to have you here with us virtually this year, especially given how the coronavirus COVID-19 has affected us worldwide. It seems appropriate that as the world faces this continuing pandemic, we, as crisis and risk communicators, are being, and will be called upon to provide strategic advice on how to communicate most effectively about the virus, its spread to multiple publics representing a host of domestic and international cultures, and mitigation strategies.

The ICRC Conference was designed to facilitate interaction and discussion about crisis and risk communication among members of professional practitioners and academic scholars in interrelated fields. The concept for an international crisis and risk communication conference was forged when we observed that research scholars mostly tended to “talk with” other research scholars at academic conferences and meetings. Likewise, professional practitioners seemed to be sharing with other professionals in a variety of conventions, expos, and trade shows. The need for a venue to enable the synergy of both perspectives—practitioners and academics—was paramount. Further, recognizing that issues surrounding crisis and risk communication are not limited by national boundaries, it seemed that connecting international professionals and research scholars was key to enriching the conversation.

The goal to create a “place and space” where a global audience of professionals and academics could comfortably gather was the motivation to convene the annual International Crisis and Risk Communication Conference. This year, due to travel restrictions, we created the virtual environment for the conference, modified our poster and networking sessions, and continued our tradition of recognizing scholars, practitioners, and presenters.

So here we are. The vision for the annual ICRC Conference remains consistent with its origin. The priorities remain to keep the conference as a conversational forum, to sustain a climate for personal interaction, to feature leading professionals and top scholars, and to provide information and new ideas that are useful and meaningful to conference participants.

11th International Crisis and Risk Communication Conference

On a personal note, conferences such as this do not occur in a vacuum. They require the coordinated effort of individuals and groups to make them happen. Space does not permit the naming of everyone who has been involved, particularly Nicholson staff and alumni who have contributed to hosting this event. However, it is necessary to identify Deanna Sellnow and Tim Sellnow, Boyd Lindsley, Lindsay Hudock, Victor Martinez Rivera, and graduate students Sofia Salazar Carballo and Hang Zheng from our program who got “up-close and personal” to all of the challenges and opportunities involved to planning for an international virtual conference.

Again, we welcome you to the ICRC Conference and look forward to your participation.

Best Regards,

Robert Littlefield, Ph.D

Director, Nicholson School of Communication and Media

Boyd Lindsley, Ed.D

Senior Associate Director, Nicholson School of Communication and Media

Deanna Sellnow, Ph.D

Professor, Nicholson School of Communication and Media

Tim Sellnow, Ph.D

Professor, Nicholson School of Communication and Media

Lindsay Hudock, APR

Conference Emcee, Nicholson School of Communication and Media

Victor Martinez-Rivera

Communication Specialist, Nicholson School of Communication and Media

Sofia Salazar Carballo

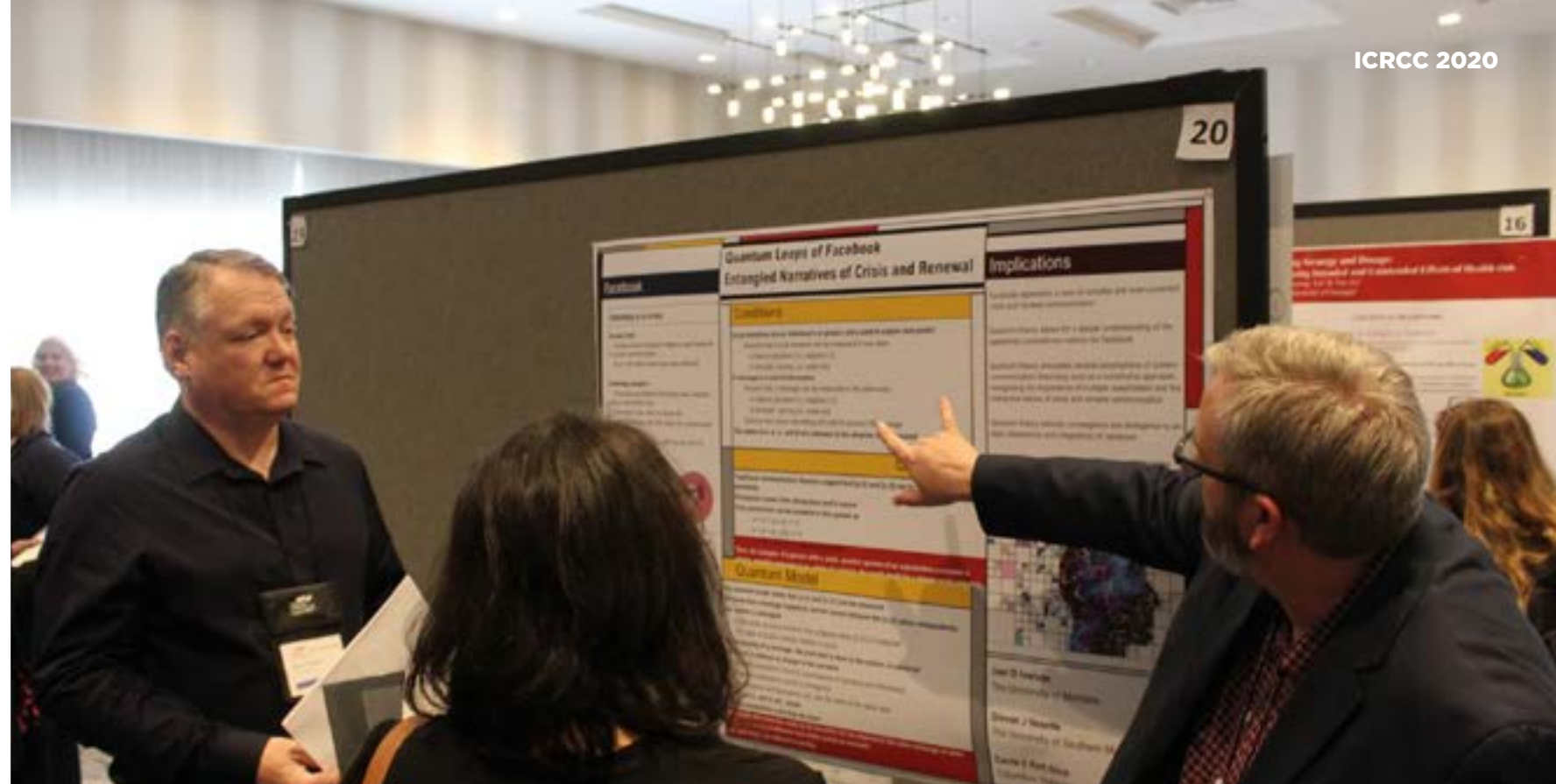
Ph.D. Student, Nicholson School of Communication and Media

Hang Zheng

Graduate Student, Nicholson School of Communication and Media

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AGENDA

Monday, March 8

- 3:15-4:00 p.m. Welcome, Introductions and Whova Navigation
- 4:00-5:30 p.m. Risk and Crisis Communication in a Highly Charged Environment
- 5:30-6:00 p.m. Award Ceremony — Practitioner Award: Excellence in Professional Practice

Tuesday, March 9

- 9:00-11:50 a.m. Poster Presentations
- 11:50-12:00 p.m. Break
- 12:00-1:30 p.m. Keynote/Plenary 2: How COVID-19 is Challenging the Principles of Risk Communication
- 2:00-2:30 p.m. Award Ceremony — Bridge Award: Excellence in Connecting Research and Practice
- 2:30-4:00 p.m. Poster Presentations

Wednesday, March 10

- 9:30-11:00 a.m. Keynote/Plenary 3: Strategies for Recovery in a Hotbed State
- 11:00-11:30 a.m. Closing Ceremony and Poster Awards

To learn more about our poster presentations, please refer to pages 12-16.



HONOREES



GWEN GRIFFIN

Founder & CEO, Griffin Communications Group

Practitioner Award: Excellence in Professional Practice

A 35-year veteran of the strategic communications industry, Gwen Griffin is the founder and Chief Executive Officer of Griffin Communications Group. Since opening the firm's doors in 1997, she has led the Griffin team in developing and executing strategic communications campaigns and programs for both consumer and trade audiences. As CEO, Griffin's focus is on strategic planning for the agency and leading the business development charge.

A powerhouse with an undeniable reputation in the industry, major global brands and industry leaders have trusted their communications to Griffin and her team - including NASA, Coalition for Deep Space Exploration, Blue Origin, Boeing, Northrop Grumman, Aerojet Rocketdyne, NASA-Kennedy Space Center Visitor Complex, Conrad Foundation, Aldrin Family Foundation, Association of Space Explorers, Million Air, Universal Pictures, Paramount Pictures, LEGO, Sprint, Bodycote and CVR Energy.

Earlier in her career, Griffin held positions such as Director of Marketing for NASA-Kennedy Space Center Visitor Complex; Public Relations/Promotions Manager for Space Center Houston, NASA's visitor center at the Johnson Space Center; and Area Marketing Manager for Southwest Airlines. She also worked for several other agencies, including Edelman Worldwide and DPW Public Relations.

Throughout her 35+ year career, Griffin has guided numerous clients to deal with unique crisis communications and issues management challenges coordinating media relations, conducting senior executive media training, performing company-wide crisis drills and developing/executing crisis communications plans.

Bridge Award: Excellence in Connecting Research and Practice

Dr. Osterholm is Regents Professor, McKnight Presidential Endowed Chair in Public Health, the director of the Center for Infectious Disease Research and Policy (CIDRAP), Distinguished Teaching Professor in the Division of Environmental Health Sciences, School of Public Health, a professor in the Technological Leadership Institute, College of Science and Engineering, and an adjunct professor in the Medical School, all at the University of Minnesota.

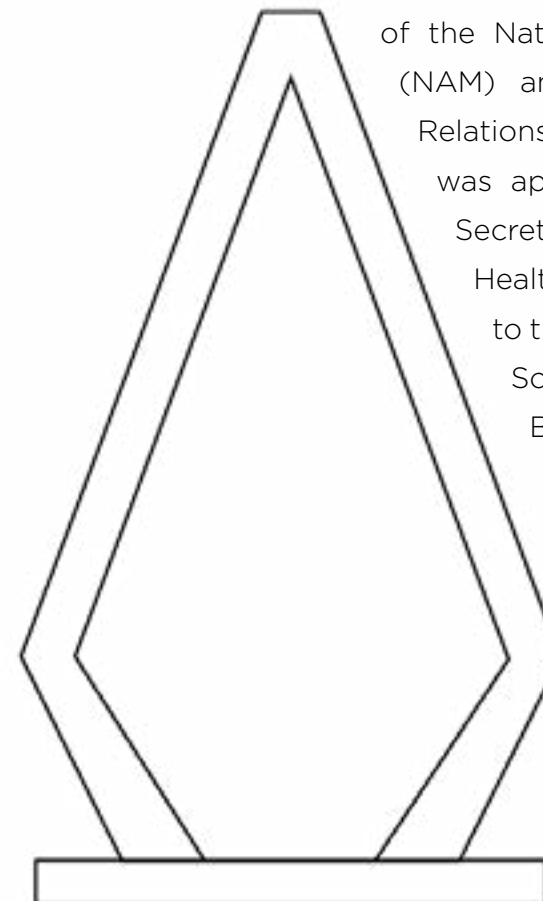
In November 2020, Dr. Osterholm was appointed to President-elect Joe Biden's 13-member Transition COVID-19 Advisory Board. From June 2018 through May 2019, he served as a Science Envoy for Health Security on behalf of the US Department of State. He is also on the Board of Regents at Luther College in Decorah, Iowa.

In addition, Dr. Osterholm is a member of the National Academy of Medicine (NAM) and the Council of Foreign Relations. In June 2005 Dr. Osterholm was appointed by Michael Leavitt, Secretary of the Department of Health and Human Services (HHS), to the newly established National Science Advisory Board on Biosecurity. In July 2008, he was named to the University of Minnesota Academic Health Center's Academy of Excellence in Health Research. In October 2008, he was appointed to the World Economic Forum Working Group on Pandemics.



DR. MICHAEL OSTERHOLM

Director, Center for Infectious Disease Research and Policy & President-elect Joe Biden's 13-member Transition COVID-19 Advisory Board



KEYNOTE SPEAKERS



GWEN GRIFFIN

Founder & CEO, Griffin Communications Group

RISK AND CRISIS COMMUNICATIONS IN A HIGHLY CHARGED ENVIRONMENT

In today's highly charged sociopolitical environment, anyone can be suddenly faced with the challenge of protecting their name and reputation. It just takes one false step to come across as tone deaf, old school, non-inclusive or, worse, irresponsible. And human impact lies at the heart of any crisis. You may experience a financial crisis, a crisis of confidence, a schedule crisis or reputation crisis. But the true crisis that must be planned for, addressed, and overcome is the human impact that occurs as a result. That's what people care about. It's what they want you to care about.

Corporate crisis preparedness is an ongoing process that deserves the same level of attention and management as supply chain, human resources, and production. That is reality. Gwen Griffin, founder and chief executive officer of Griffin Communications Group, along with a panel of industry experts representing decades of experience in major global crises will discuss crisis preparedness and response in historical terms, how it's changed, and how it continues to evolve today.

Plenary Speakers



Jeff Carr

President, Griffin Communications Group



Eileen Hawley

Senior Advisor, Griffin Communications Group



Bruce Hicks

Founder, The Alliant Group

KEYNOTE SPEAKERS



JOSH GREENBERG, Ph.D.

Director, School of Journalism & Communication, Professor, Communication & Media Studies, Carleton University.

How COVID-19 is Challenging the Principles of Risk Communication: Papers in Honor of John Rainford, Founder of The Warning Project, the World Health Organization

John Rainford died unexpectedly in the fall of 2019, after playing a foundational role in the development of global risk communication at the World Health Organization, Health Canada and as Director of The Warning Project. Five emergency risk communication scholars and practitioners who worked with John at WHO, Carleton University, U.S. CDC, and The Warning Project highlight the concepts that exemplified John's approach to emergency risk communication as applied to COVID-19: combining pragmatic application to risk communication scholarship and response in historical terms, how it's changed, and how it continues to evolve today.

Plenary Speakers



Thomas Abraham

Adjunct Professor, Author



Ben Duncan

Risk Communication Consultant, World Health Organization



Melinda Frost

Technical Officer for Risk Communication & Community Engagement, World Health Organization



Marsha Vanderford

Risk Communication Consultant, World Health Organization

KEYNOTE SPEAKERS



Strategies for COVID-19 Recovery in a Hotbed State

March marks the one-year anniversary of when COVID-19 wreaked havoc on the world. This panel of highly respected executives and scholars from the Central Florida area will provide a robust retrospective on what happened in the state of Florida and what could have been done differently.

TIM SELLNOW, Ph.D.

Professor, Nicholson School of Communication and Media, University of Central Florida.

Plenary Speakers



Donna Mirus Bates

Senior Vice President, Strategic Partnerships and Communication for Universal Parks and Resorts



Bryan Malenius

Executive Director of Communications for AdventHealth Orlando



Dr. Lindsay Neuberger

Associate Professor and Associate Director for Academic Programs and Student Services for NSCM



Chris Tomasso

President and CEO, First Watch Restaurants, Inc.

POSTER AWARDS

Award Ceremony

Please join us on **Wednesday, March 11, 2021** at 11 a.m. EST, as the ICRC planning committee selects the poster winners. For this, it will be taken in consideration the Relevance of the Problem and Approach, Content Clarity, Visual Design/Appeal of the poster.

The Award Ceremony will be held through:

<https://ucf.zoom.us/j/9810498522?pwd=UXpGSDh3eStpR21pNi90cjYhWZlQTO9>

*Remember to vote for your favorite posters — first, second and third place —in the **Whova** app to help us determine the “People’s Choice Award.”



POSTER PRESENTATIONS — MARCH 9, 2021

VIRTUAL ROOM A

COVID19 and HIGHER EDUCATION

(9:10-9:15) “Higher education’s crisis management: Challenges and initial lessons learned from the COVID-19 pandemic” — **Brooke Liu, Duli Shi, Khairul Islam, JungKyu Rhys Lim, America Edwards, Matthew Seeger, Timothy Sellnow, Ronisha Sheppard. USA**

(9:15-9:20) The impact of COVID-19 on Academic Department Chairs” — **Ralph A. Gigliotti. USA**

(9:20-9:25) “Classroom collaboration during crisis: The importance of communication, engagement, and innovation during the COVID-19 pandemic pivot” — **Suzy Prentiss, Michael Strawser. USA**

(9:25-9:30) “Renew, renew, renew: An analysis of stacked crisis responses at a public university” — **J.J. McIntyre, Derek Slagle, April Chatham-Carpenter, Heather Reed. USA**

CERC, IDEA, and CRISIS MESSAGING

(9:40-9:45) “Application and evaluation of CERC model during COVID-19 pandemic: A study of CDC’s Facebook posts” — **Ashik Shafi. USA**

(9:45-9:50) “The IDEA model as an effective instructional crisis and risk communication framework to analysis the CDC’s messages aimed at Hispanics in the COVID-19 era” — **Sofia Salazar. USA and VENEZUELA**

(9:55-9:55) “Donning and doffing personal protective equipment (PPE) rituals: A communicative critique of the Center for Disease Control and Prevention’s (CDC) messaging” — **Elizabeth Spradley. USA**

(9:55-10:00) “Navigating troubled waters: Applying the IDEA model to the Flint water crisis” — **Monica Mayer. USA**

VIRTUAL ROOM B

VIOLENT CRISES and RESPONSES

(9:10-9:15) “George Floyd protests and local crisis engagement strategies: Destination marketing organization efforts to address community stakeholder challenges” — **Jeffrey Brand. USA**

(9:15-9:20) “The #EndSARS protests and killings: Dueling narratives of crisis response by Nigerian government and Nigerian youths” — **Amiso George, Wole Adamolekun. USA and NIGERIA**

(9:20-9:25) “Police reform: Understanding interspersed social influences and the propagation of public policy during COVID-19” — **Alexia L. Knox. USA**

(9:25-9:30) “Issue attention and frame-changing: The diminishing salience of mass shooting news coverage” — **Melvin Gupton. USA**

(9:30-9:35) Seeking, attending, and avoiding information about mass shootings: Effects of situational perceptions and emotional responses on communication behavior” — **Surin Chung. USA**

CRISIS PREPARATION, RESPONSE and AGRICULTURE

(9:40-9:45) “Collectively communicating biosecurity: Recapping CoP theory as framework and method for ADBCAP projects” — **Joel Iverson. USA**

(9:45-9:50) “A costly mis-steak: The meat processing industry, COVID-19 and type three errors” — **Morgan Getchell. USA**

(9:50-9:55) “Why we need to account for human behavior and decision-making to effectively model the non-linear dynamics of livestock disease” — **Scott Merrill, G. Bucini, E. Clark, C. J. Koliba, L. Trinity, A. Zia, O. Langle-Chimal, N. Cheney, T. Sellnow, D. Sellnow, J. M. Smith. USA**

POSTER PRESENTATIONS

VIRTUAL ROOM A

COVID, CRISES, and VULNERABLE POPULATIONS

(10:10-10:15) “Children’s rights to information: The responsibility of public service media during the COVID-19 pandemic” — **Ulrika Sjoberg, Evangelia Kourti, Kaoruko Kondo, Maria Nyholm, Kuniko Sakata Watanabe, Ebba Sundin. SWEDEN**

(10:05-10:20) “Communicating crisis to youth: the role of caregiver crisis communication in youth sensemaking and recovery in traumatic events” — **Ronda Oberlin. USA**

(10:20-10:25) When a pandemic impacts the most vulnerable: Analyzing risk messages aimed at Hispanics about COVID-19” — **Sofia Salazar, Deanna Sellnow. VENEZUELA and USA**

(10:25-10:30) “Challenging norms of crisis preparedness by listening to voices from the (dis)ability movement in Sweden” — **Magnus Eriksson, Jorgan Lundalv, Elisabeth Nilsson**

MESSAGING MISTAKES or LESSONS LEARNED?

(10:50-10:55) Overpromising + undelivering + going silent = recipe for crisis” — **Rod Carveth. USA**

(10:55-11:00) “How did the COVID-19 infodemic taxonomy change of the course of the pandemic in Turkey?” — **Beste Gulgan, Aslihan Cobaner. TURKEY**

(11:00-11:05) “Communication and information flows during the first stage of the 2020 pandemic in the United States and Italy: Patterns of missing opportunities” — **Manuel Chavez, Matteo Tarantino. USA AND ITALY**

VIRTUAL ROOM B

cont. CRISIS PREPARATION, RESPONSE and AGRICULTURE

(9:55-10:00) “Veterinarians’ online mental health peer support and advocacy activities: Support for online peer support and health advocacy measurement scales” — **Sarah Smith-Frigerio, Carrie Reif-Stice, Cheryl Lawson, Steven Venette. USA**

CRISES in the ENTERTAINMENT INDUSTRY

(10:00-10:15) “COVID-19 implications on Disney annual passholder perceptions” — **Michael Strawser, Carissa Baker, Lakelyn Taylor, Gaurav Panse. USA**

(10:15-10:20) “Entertainment industry sector under the spotlight: How PR professionals and event organizers communicate during pandemic crisis” — **Andrei Galan. USA**

(10:20-10:25) “The story of Pulse told by those who lived it. The Communicative Function of Crisis Narratives” — **Rodrigo Soares, Ashley Papagni. BRAZIL and USA**

(10:25-10:30) “The NBA vs. China: The national basketball association misread a spiritual crisis as a marketing crisis—Lessons learned in dealing with international tensions” — **John Sweeney. USA**

LEADERSHIP ADVICE in COVID19 ERA

(10:50-10:55) “The onslaught of crisis leadership advice: Sifting through popular crisis leadership advice in COVID-19 era” — **Tyler Spradley. USA**

(10:55-11:00) “The town hall meeting as a sense-making space” — **Henry Seeger. USA**

POSTER PRESENTATIONS

VIRTUAL ROOM A

EMERGENCY WARNINGS and DISASTER RESPONSES

(11:20-11:25) “Do wireless emergency alerts help impede the spread of COVID-19?” — **Hamilton Bean, Nels Grevstad, Alex Koutsoukos, Abigail Meyer. USA**

(11:25-11:30) When the media play with fire: An analysis of the journalistic coverage of four fire-related Canadian disasters” — **Marc David, Marie-Eve Carignan, Olivier Champagne-Poirier, Tracey O’Sullivan. CANADA**

(11:30-11:35) “An examination of risk communication and vulnerability of foreign residents to earthquakes in Japan” — **Janiel Hazle. SWEDEN**

(11:35-11:40) “The COVID-19 pandemic: Viewing it as a disaster or a crisis, and does it matter?” — **Tanya le Roux, Fern Barrow, Dorset Poole, Dewald van Niekerk. UNITED KINGDOM and SOUTH AFRICA**

RISK AND CRISIS COMMUNICATION in HIGHER EDUCATION

(2:30-2:35) “Decolonizing risk and crisis communication: An ideological criticism of university emails” — **Lakelyn Taylor. USA**

(2:35-2:40) “Best practices in crisis communication: Universities and colleges’ responses to COVID-19” — **Ronisha Shepperd, Khairul Islam, Brooke Fisher Liu, America L. Edwards, Duli Shi, JungKyu Rhys Lim, Matthew W. Seeger. USA**

(2:40-2:45) “Internal COVID communication in 2 universities: Crisis communication in times of uncertainty” — **Jessica Delgado, Maria Ines Marino, Maria Elena Villar. USA**

VIRTUAL ROOM B

cont. LEADERSHIP ADVICE in COVID19 ERA

(11:00-11:05) “The dynamic of organizational crisis: Impact of a crisis development and changing crisis communication on consumer reactions” — **Albena Bjorck, Frederike Scholze. SWITZERLAND**

(11:05-11:10) “Information seeking and sharing during the COVID-19 pandemic: Investigating the impact of perceived severity, perceived susceptibility, and past experience” — **Nan Yu, Hang Zheng. USA and CHINA**

(11:10-11:15) “An ethical framework for communicating public health crises: A case analysis of the COVID-19 pandemic” — **Quingjiang Yao. USA**

TO VACCINATE or NOT TO VACCINATE?

(11:20-11:25) The impact of message framing devices, message form, and information channel on students’ decision to receive the COVID-19 vaccine” — **Shawna Dias, Xiaojing (Romy) Wang. USA**

(11:25-11:30) “Calling the shots: Exploring the #COVIDVaccine Twitter conversation in English and Spanish” — **Iona Coman. USA**

(11:30-11:35) “Hey! Dr. Kat, epidemiologist. Corrective health messaging on TikTok to reduce COVID-19 misinformation” — **Sarah Smith-Frigerio, Carrie Reif-Stice. USA**

(11:35-11:40) “Helping employees during a global crisis: Using crisis narratives in employer emails to motivate sensemaking and protective action taking” — **Kendall Tich, Keri Stephens, Anastazja Harris, Cassidy Doucet. USA**

POSTER PRESENTATIONS

VIRTUAL ROOM A

cont. RISK AND CRISIS COMMUNICATION in HIGHER EDUCATION

(2:45-2:50) “Promoting mental health resilience in higher education: US Black colleges and universities response to students mental health during COVID-19” — **Najma Akhther. USA**

WHAT’S IN THE WATER: ENVIRONMENTAL CRISES & CLIMATE CHANGE

(3:00-3:05) “Coast and ocean risk communication community of practice (CoP)” — **Cindy Marven, Joel Finnis, Ronald Pelot, Amber Silver. CANADA**

(3:05-3:10) “Saudi natural disaster management: A case study of flood risk communication planning in Jeddah City” — **Raed Tashkandi, Christopher Galloway, Catherine Strong. USA**

(3:10-3:15) “Environmental risk communication: The effect of psychological distances on the public’s responses under uncertainty” — **Sung Choi, Jeffrey Springston. USA**

(3:15-3:20) “The Promotion of Social Awakening through the Speech of Lewis Richardson: A Metaphorical Lens that is Echoed Today” — **Suha Mohammed. USA**

VIRTUAL ROOM B

RISK and CRISIS COMMUNICATION in BUSINESS/INDUSTRY

(2:30-2:35) “Crisis management: Cash flow is the key to salvation” — **W. Patrick Fulbright. USA**

(2:35-2:40) “Unbranding” — **David Waterman. USA**

(2:40-2:45) “Effective employee communication in the time of COVID-19” — **Oliver S. Schmidt. USA**

(2:45-2:50) “The slow burn versus the wildfire: Toward understanding novel organizational crises and employee mental health via the USFS response to the COVID-19 pandemic” — **Rebekah Fox, Anne Black, Joel Iverson, Steven Venette. USA**

RISK /CRISIS and SOCIAL JUSTICE

(3:00-3:05) “Politicization, dissonance, and reproductive healthcare access: Planned parenthood and the struggle to exist” — **Deborah Sellnow-Richmond, Braden Rolsing. USA**

(3:05-3:10) “Public opinion on age stereotypes during the COVID-19 pandemic” — **Gabriella Sandstig. SWEDEN**

(3:10-3:15) “Understanding the role of crisis narratives in the virality of #MeToo movement messages: Insights from large-scale Twitter data” — **Xuerong Lu, Yen-I Lee, Yan Jin. USA**

(3:15-3:20) “‘Defund the Police’: When a slogan requires explanation, it can hurt the cause” — **Arlyn Rivera Elizee. USA**

POSTER PRESENTATIONS

VIRTUAL ROOM A

COVID-19: A CORNUCOPIA for CRISIS COMMUNICATION

(3:40-3:45) "Securitization and strategic crisis communication: Consideration of trends in Americans' securitized perceptions of COVID-19" — **Dr. Marta Lukacovic, Dr. Deborah Sellnow-Richmond, Dr. Scott Sellnow-Richmond, Lynzee Kraushaar. USA**

(3:45-3:50) "Longitudinal survey of risk mitigation practices during the COVID-19 pandemic" — **William D. Nowling. USA**

(3:50-3:55) "COVID-19 pandemic response in Appalachia: Insights from data-driven communication in West Virginia" — **Dr. Julia Fraustino, Daniel Totzkay, Geah Pressgrove. USA**

(3:55-4:00) "Putting risk and crisis communication best practices to work: A case study of Wayne County, Michigan's COVID-19 health communication campaign" — **William D. Nowling. USA**

CRISIS COMMUNICATION in GLOBAL CRISES

(4:15-4:20) "iScotland? The role of crisis in the growing support for Scottish independence" — **Audra Diers-Lawson, Stuart John Lawson. UNITED KINGDOM**

(4:20-4:25) "The COVID-19 pandemic in Canada: An overview of the coverage by the Canadian press" — **Olivier Champagne-Poirier, Marie-Eve Carignan, Marc David, Guillaume Marcotte, Tracey O-Sullivan. CANADA**

(4:25-4:30) "Regional Australians' lived experience of the changing media landscape in emergency communication: A phenomenological study" — **Rifka Sibarani. INDONESIA**

(4:30-4:35) "Messaging fragmentation: Conceptualizing information processing and sharing behaviors on social media platforms" — **Elise Karinshak. USA**

VIRTUAL ROOM B

STAKEHOLDER PERSPECTIVES In CRISIS EVENTS

(3:40-3:45) "Use of religion in mass mediated COVID-19 news increases likelihood of information processing" — **Md Khadimul Islam. USA**

(3:45-3:50) "Responsiveness, reconciliation, and renewal: Crisis leadership and church sexual abuse" — **Amanda G. McKendree, Craig T. Maier. USA**

(3:50-3:55) Stakeholders' responses to the COVID-19 pandemic: A blueprint for health crisis communication" — **Lisa Bergson, Thomasena Shaw. USA**

(3:55-4:00) "Virginia's Governor Ralph Northam should write a crisis communication manual titled, 'What NOT to do when a public official is accused of racism'" — **Arlyn Rivera Elizee. USA**

RESILIENCE, RESTORATION, & RENEWAL

(4:15-4:20) "Image restoration strategies for the (mis-) handling of COVID-19 pandemic in Greece" — **Dr. Aspriadis Neofytos. GREECE**

(4:20-4:25) "Constituting renewal discourse: Narrative processes of negotiated transformations" — **Dr. Steven Venette, Joel Iverson, Carrie Reif-Stice. USA**

(4:25-4:30) "Visit intention and destination image in post-COVID-19 crisis recovery" — **Ahmad Albattat. MALAYSIA**

(4:30-4:35) "Prepare. Respond. Recover: Our path to COVID-19 disaster recovery and resilience" — **Mark Lupo. USA**

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