CULTURAL CHALLENGES WHEN MEMORIALIZING TRAGEDIES

KJELL BRATAAS
Practical approach
«Memorializing Tragedies»

- Funerals
- Ceremonies
- Anniversaries
- Site visits
- Physical displays
- Charities
- Museums
- Movies

Photo: Kjell Brataas
What is culture?

- Mindset
- Nationalities
- Languages
- Upbringing
- Religion
- Experience
- Donations
- Volunteering
- Financial matters
- Expectations
- Grief
- Leadership
IN THIS TREE 9 PEOPLE
SURVIVED DURING THE TSUNAMI
DECEMBER 26th 2004.
MAY THIS TREE LIVE!

Photo: Knut Erik Pedersen
Challenges

- Feelings and emotions
- The blame game
- Identification processes
- Who is a victim?
- Financial questions
- Equality
- Bereaved vs. survivors
- Media attention
- Social media
- Internal conflicts
- Support groups
- Fake news
When it doesn’t work…
How Jeff Koons's gift to Paris is riddled with problems

The US artist is donating a massive sculpture, a hand holding a bouquet of balloon tulips, to the city of Paris to honour victims of the 2015 terrorist attacks, but is it more of a coup for the artist than France?

Rachel Donadio | Monday 26 June 2017 14:30 BST | 92 shares
LESSONS LEARNED

• Encourage the establishment of support groups
• Respect that victims are individuals
• Involve victims' families and support groups
• Downplay the role of VIPs and dignitaries
• A web page does not substitute person-person contact
New book on crisis communication

Published by Routledge, February 2018

11 case studies, including:
- Terror in Oslo and on Utoya
- The Germanwings accident,
- The Boston Marathon Bombing
- The Pulse tragedy

Practical advice based on the author's personal experiences and lessons learned from international disasters, including:
- Media handling
- Social media
- Active shooter scenarios
- Leadership in crisis
- Victim support and family assistance