ACEEEO 29th Annual Conference Tbilisi, Georgia



Internal and External Communication Lessons learned and best practices

Nermin Nisic, Senior Electoral Expert

Communication with stakeholders



- Importance of communication with stakeholders
- Collaborative working group format
- Best practices

Serbia, June 21, 2020 Parliamentary elections



- COVID-19-related challenges
- Protective measures
- Keeping poll workers informed and protected
- Protecting the health of voters and poll workers

Campaign



ПАРЛАМЕНТАРНИ, ПОКРАЈИНСКИ И ЛОКАЛНИ ИЗБОРИ 21. ЈУН 2020. ГОДИНЕ

ПОШТОВАНИ БИРАЧИ

ОДРЖАВАЈТЕ УДАЉЕНОСТ ОД НАЈМАЊЕ 1 МЕТРА ОД ДРУГИХ ОСОБА

ЗАШТИТИТЕ СЕБЕ И ДРУГЕ!

ПРАВИЛНО КОРИСТИТЕ МАСКУ



Posters developed and disseminated at all polling stations in the country



"Keep distance" poster

Informational poster for voters

Instructional poster for poll workers

Campaign



- The TV and radio PSAs were produced to highlight the measures in place to protect voters on election day
- The TV PSA was aired frequently on national TV in days prior to the elections
- The radio PSA was aired on a network of 160 radio stations throughout the country
- The instructional video and poster image were also promoted on RIK's Instagram account and reached 800,000 Instagram users



Lessons learned



- Voter information campaign will likely also reach the poll workers. Design of educational and instructional materials can be done in a way to target both groups.
- Sending newly created instructional material as part of polling station kits ensured timely delivery to all polling stations.
- Providing guidance on where and how to display informational material increases their visibility to voters and poll workers.
- Existence of a quick to adapt, online training platform to train poll workers or at least chairpersons of polling boards within short period of time can be of critical importance.



Thank you!

nnisic@ifes.org