



REAL PEOPLE REAL CRISES:

An Inside Look at Corporate Crisis Communications

STEVE WILSON

Foreword by LUKE FECK

Real People Real Crises An Inside Look At Corporate Crisis Communications

Aoife O'Donnell



Real People Real Crises An Inside Look At Corporate Crisis Communications:

Real People, Real Crises Steve Wilson,2002 Real People, Real Crises Steve Wilson,2002-10-01 **Crisis**

Communication Alan Jay Zarembo,2015-05-18 Crises happen When they do organizations must learn to effectively communicate with their internal and external stakeholders as well as the public in order to salvage their reputation and achieve long term positive effects Ineffective communication during times of crisis can indelibly stain an organization s reputation in the eyes of both the public and the members of the organization The subject of crisis communication has evolved from a public relations paradigm of reactive image control to an examination of both internal and external communication which requires proactive as well as reactive planning There are many challenges in this text for crisis communication involves more than case analysis students must examine theories and then apply these principles This text prepares students by Providing a theoretical framework for understanding crisis communication Examining the recommendations of academics and practitioners Reviewing cases that required efficient communication during crises Describing the steps and stages for crisis communication planning Crisis Communication is a highly readable blend of theory and practice that provides students with a solid foundation for effective crisis communication The Handbook of Crisis Communication W. Timothy Coombs,Sherry J. Holladay,2012-01-10 Written as a tool for both researchers and communication managers the Handbook of Crisis Communication is a comprehensive examination of the latest research methods and critical issues in crisis communication Includes in depth analyses of well known case studies in crisis communication from terrorist attacks to Hurricane Katrina Explores the key emerging areas of new technology and global crisis communication Provides a starting point for developing crisis communication as a distinctive field research rather than as a sub discipline of public relations or corporate communication **Public Relations Worktext** Joseph M. Zappala,Ann R. Carden,2004-04-06 Public Relations Worktext is a writing and planning resource for public relations students and practitioners *Chemical Engineering Progress* ,2003 **Consultants & Consulting Organizations Directory** Cengage Gale,2009-05-12

Consultants & Consulting Organizations Directory: Descriptive listings and indexes ,2009 *Crisis*

Communication Finn Frandsen,Winni Johansen,2020-08-24 Finn Frandsen and Winni Johansen have won the 2019 Danish communication prize KOM pris for their world class research in organisational crises crisis management and crisis communication This prize is awarded by The Danish Union of Journalists Dansk Journalistforbund and Kforum <http://mgmt.au.dk/nyheder/nyheder/news/item/artikel/finn-frandsen-and-winni-johansen-win-the-kom-pris-2019> The aim of this handbook is to provide an up to date introduction to the discipline of crisis communication Based on the most recent international research and through a series of levels from the textual to the inter societal level this handbook introduces the reader to the most important concepts models theories and debates within the field of crisis communication Crisis communication is a young and very vibrant field of research and practice It is therefore crucial that researchers students and practitioners have access

to presentations and discussions of the most recent research Like the other handbooks in the HOCS series this handbook contains a general introduction a chapter on the history of crisis communication research a series of thematic chapters on crisis communication research at various levels a chapter perspectives a glossary of key terms and lists of further reading for each chapter with references to publications in English German and French Overview Section I Introducing the field General introduction A brief history of crisis management and crisis communication From organizational practice to academic discipline Reframing the field Public crisis management political crisis management and corporate crisis management Section II Between text and context Image repair theory Situational crisis communication theory Influences provenance evolution and prospects Contingency theory Evolution from a public relations theory to a theory of strategic conflict management Discourse of renewal Understanding the theory s implications for the field of crisis communication Making sense of crisis sensemaking theory Weick s contributions to the study of crisis communication Arenas and voices in organizational crisis communication How far have we come Visual crisis communication Section III Organizational level To minimize or mobilize The trade offs associated with the crisis communication process Internal crisis communication On current and future research Whistleblowing in organizations Employee reactions to negative media coverage Crisis communication and organizational resilience Section IV Interorganizational level Fixing the broken link Communication strategies for supply chain crises Reputational interdependence and spillover Exploring the contextual challenges of spillover crisis response Crisis management consulting An emerging field of study Section V Societal level Crisis and emergency risk communication Past present and future Crisis communication in public organizations Communicating and managing crisis in the world of politics Crisis communication and the political scandal Crisis communication and social media Short history of the evolution of social media in crisis communication Mass media and their symbiotic relationship with crisis Section VI Intersocietal level Should CEOs of multinationals be spokespersons during an overseas product harm crisis Intercultural and multicultural approaches to crisis communication Section VII Critical approaches Ethics in crisis communication Section VIII The future The future of organizational crises crisis management and crisis communication For a detailed table of contents please see here

Applied Crisis Communication and Crisis Management W. Timothy Coombs, 2013-06-11 Designed to give students and public relations professionals the knowledge and skills they need to become successful crisis managers Applied Crisis Communication and Crisis Management Cases and Exercises by W Timothy Coombs includes a wide range of cases that explore crisis communication and management in action using a practical approach In the first two chapters the author introduces key theories and principles in crisis communication which students apply by analyzing 17 cases drawn from recent headlines Cases are explored from pre crisis mid crisis and post crisis communication perspectives and include a range of predominant crisis scenarios from product recalls to lawsuits to environmental disasters

Public Relations Theory III Carl Botan, Erich Sommerfeldt, 2023-02-22 This important book chronicles responds to and advances the leading theories

in the public relations discipline Taking up the work begun by the books *Public Relations Theory* and *Public Relations Theory II* this volume offers completely original material reflecting public relations as practiced today It features contributions by leading public relations researchers from around the world who write about new developments in the field Important subjects include a turn to more humanistic social dialogic and cocreational perspectives on public relations changes in the capacity and use of new information technologies a greater emphasis on non Western international and intercultural public relations that considers an increasingly politically polarized culture and issues of ethics that look beyond how clients and the traditional mass media are treated and into much broader questions of voice agency race identity and the economic and political status of publics This book is a touchstone for advanced undergraduate and graduate courses in public relations theory and a key reference for researchers

The Handbook of International Crisis and Risk Communication

Research Andreas Schwarz, Matthew W. Seeger, Sora Kim, 2025-04-10 Global Insights on Navigating Today's Complex Crises Now in its second edition *The Handbook of International Crisis and Risk Communication Research* offers a timely and comprehensive exploration of the methods challenges and innovations in managing present day global crises and risks Bringing together expert insights from across the fields of communication public relations and social sciences this interdisciplinary volume examines crisis and risk communication through an international lens Each chapter presents unique cultural theoretical and methodological perspectives for managing risk mitigating crises and fostering resilience Amid growing transnational issues such as public health emergencies climate induced disasters and political upheavals the Handbook emphasizes the role of communication in crisis awareness recovery and renewal Contributions by leading scholars and practitioners investigate vital issues such as the impact of misinformation digital technologies and media dynamics in shaping public perception and policy response This revised and expanded edition also reflects recent global threats including climate change the COVID 19 pandemic the war in Ukraine and other cross border crises Equipping readers with the knowledge and frameworks necessary to navigate an increasingly complex and interconnected world *The Handbook of International Crisis and Risk Communication Research* is perfect for advanced graduate courses and PhD programs in crisis and risk communication as well as crisis managers public relations consultants communication officers and scholars in risk management and communication

Research Anthology on Fake News, Political Warfare, and Combatting the Spread of Misinformation Management Association, Information Resources, 2020-10-30 With recent headlines around fake news from world leaders and around presidential elections Twitter and other social media platforms being pressured to detect and label misinformation posted on their platforms as well as misinformation around COVID 19 and its vaccine the world has seen an increase in protests policy changes and even chaos surrounding this information This spread of misinformation when left unchecked can turn fiction into fact and result in a mass misconception of the truth that shapes opinions creates false narratives and impacts multiple facets of society in potentially detrimental ways indicating a need for the latest research on

how the devastating impacts of this trend how to discern facts from misinformation as well as more information on technological advancements in fake news detection The Research Anthology on Fake News Political Warfare and Combatting the Spread of Misinformation is a compilation of the most comprehensive previously published and highly cited research from prestigious institutions including Columbia University and Stanford University USA which focuses on understanding fake news how it spreads its negative effects and current solutions being investigated While highlighting topics such as fake news trending conspiracy theories media distrust political warfare and detection methods this book is ideally intended for practitioners stakeholders researchers academicians and students interested in the continuing surge of fake news and its at times dangerous results

Successful Employee Communications Sue Dewhurst,Liam FitzPatrick,2019-06-03

Communicate change effectively and bring stability and clarity in difficult situations through insight and lessons from global brands including Unilever John Lewis HSBC and KPMG with this essential guide for anyone responsible for managing the communications around employee engagement motivation retention and change management Communicating a company s goals strategy and tactics change processes and brand values effectively within the workplace makes a real difference to the success of any business When handled professionally it will have a positive impact on employee engagement organizational culture and performance This new book written by leading PR and internal communications experts shares the exclusive stories of leading practitioners across sectors and industries including manufacturing telecoms pharmaceuticals professional services FMCG and more to demonstrate the tools models and practices that have overcome a variety of challenges in a range of organizations Explaining how to make the case for internal communications at all levels including Advice on how to set objectives Selecting the right communication channel The best way to deliver tough messages How to evaluate and collect effective data Successful Employee Communications delivers an essential and easy to follow framework for delivering engaging communication strategies that work

Public Relations and Communications Aoife O'Donnell,2023-07-13 This book provides an introduction to public relations PR that employs pedagogical experiential learning models to assist students in developing the skills and competencies required by the PR industry The book takes the reader on a journey from the theory and origins of PR through to the structure of the PR profession and the more practical elements of how PR is practiced today It devotes attention to the common competencies necessary for success as a communications professional such as communication skills critical thinking skills and business acumen while giving due focus to the rapidly evolving new technologies and media that impact how organisations communicate Featuring example cases from around the world each chapter includes discussion topics and scenario based questionnaires to encourage learning and assist students in developing key competencies This book is ideal for undergraduate PR modules particularly those with experiential and or blended learning pedagogical approaches It will also be useful to those in business seeking to gain a deeper understanding of communications Situational Judgement Tests and sample press releases presented as online resources also accompany the

book Please visit www.routledge.com/9781032170435 *Economics & Management 4/2024*

AA.VV.,2025-01-10T00:00:00+01:00 In order to translate the vast body of scientific knowledge into practices that transform organizations and processes to create value for business and wellbeing for society a dialog between academic research and management practice is essential Although the impact of research has traditionally been measured in academic terms it is now also being considered from a socioeconomic perspective assessed according to how it affects society the economy and the environment Innovation can only be accelerated and the ramifications of research maximized by fostering mutual learning between academia and business through an interdisciplinary approach **Health Communication** Nancy Grant Harrington,2014-09-04 Health Communication provides coverage of the major areas of interest in the field of health communication including interpersonal organizational and health media It takes an in depth approach to health communication research by analyzing and critically evaluating research conducted across multiple paradigmatic perspectives This edited textbook includes chapters covering such topics as interpersonal health communication issues challenges and complexities in health communication communication aspects of health behaviors and conditions organizational issues in health communication and media and eHealth research Chapters have been contributed by noted researchers and educators in health communication and represent the current state of the field They offer pedagogical features that will prove useful to students and instructors of health communication such as sidebars summary boxes suggestions for in class activities discussion questions and lists of additional resources A companion website provides online resources for use with this text including For students Test questions Downloadable flash cards Exam study guides For instructors PowerPoint slides Sample syllabi Sample assignments Developed for use in upper level health communication courses this text represents the breadth and depth of health communication theory and research as it exists today Professional Development with Managerial Communication Jitendra Mhatre,2025-02-20 Professional Development with Managerial Communication delves into how managers and superiors communicate with their employees and subordinates We explore the pivotal role of communication in human interaction and its importance in the workplace Our book offers a unique approach to managerial skills emphasizing how effective communication leads to professional development We cover topics such as public image impression management reprimanding unproductive behaviors effective presentation skills employment communication best practices and handling crisis communication We examine what communication managers actually do in business across planning organizing leading and controlling functions when professional skills are needed the most Practical insights and real world examples bring these concepts to life making complex topics accessible and engaging Our book helps managers and future managers understand essential professional development skills for management communication We emphasize the importance of developing and molding these skills to enhance employee development Readers will gain a thorough knowledge of managerial communication and its impact on professional growth **Corporate Communication** Joep

Cornelissen, 2023-10-14 This popular market leading textbook for corporate communication continues to be the authoritative and definitive textbook for students and educators The text has been updated to include changes to the workplace in light of the Covid 19 pandemic and the impact of hybrid working on employee communication the ongoing impacts of digital disruption and transformation on corporate communication at the advent of the metaverse and alongside consideration of popular newer social media the increasing focus on sustainability societal impact purpose and corporate social responsibility and the importance of social justice and inclusion within organizations and how these relate to organizational communication Updated case studies include Starbucks Amazon Microsoft and British Airways This textbook is essential reading for communication courses including corporate communication organizational communication management communication strategic communication and public relations Joep Cornelissen is Professor of Corporate Communication and Management at Rotterdam School of Management Erasmus University *Ebook: Corporate Communication* Paul A Argenti, 2014-10-16 Corporate Communication 6th Edition shows readers the importance of creating a coordinated corporate communication system and describes how organizations benefit from important strategies and tools to stay ahead of the competition Throughout the book cases and examples of company situations relate to the chapter material These cases provide readers with the opportunity to participate in real decisions that managers had to make on a variety of real problems

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