

PR IN PRACTICE SERIES

Risk Issues and Crisis Management

A Casebook of Best Practice

**Michael Regester
Judy Larkin**

Second Edition

the Institute of Public Relations



Risk Issues And Crisis Management A Casebook Of Best Practice

**Lynn T Drennan, Allan
McConnell, Alastair Stark**



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Risk Issues and Crisis Management in Public Relations Michael Regester, Judy Larkin, 2008-06-03 The reputation of an organisation influences who we buy from work for supply to and invest in Intangible assets of which reputation forms an important part account for well over 50 per cent of the value of the Fortune 500 and even more in the case of the FTSE 100 This fourth edition of *Risk Issues and Crisis Management in Public Relations* has been completely revised and aims to define reputation explores how to value it and provides practical guidelines for effective reputation management This latest edition features new sections on the effects of recent world events Corporate Social Responsibility climate change and sustainability legal revisions and the use of the Internet in a crisis Featuring new case studies on Oxfam V Starbucks Sony Dell Ribena BP Bernard Matthews and the bird flu issue Northern Rock Walmart Celebrity Big Brother 07 the Cadbury Salmonella outbreak the Virgin train crash and the Buncefield Oil Explosion the book charts how rapidly the reputation management agenda moves and yet how slowly business learns

Risk and Crisis Management in the Public Sector Lynn T Drennan, Allan McConnell, Alastair Stark, 2014-12-24 Every decision that is made by managers and policy makers in a public sector organization requires an evaluation and a judgement of the risks involved This vital requirement has been recognised in the growth of risk management However risks can never be fully prevented which means that public managers also have to be crisis managers Today s crises develop in unseen ways they escalate rapidly and transform through the interdependencies of modern society and their frequency is growing the global financial crisis the European volcanic ash cloud the Japanese tsunami and subsequent Fukushima nuclear plant meltdown the Christchurch earthquake and the Queensland floods All highlight the extreme challenges that public sector organizations across the world have had to face in recent years *Risk and Crisis Management in the Public Sector* Second Edition responds to these challenges by presenting the only guide for public managers and public management students which combines lessons about risk and crisis management together in a single accessible text It equips readers and public managers with the knowledge and skills to understand key issues and debates as well as the capacity to treat risks and better prepare for respond to and

recover from crisis episodes This exciting new edition enhances the original text with contemporary cases and a greater focus on the international trans boundary and multi agency dimensions of risk and crisis management These enhancements reflect the fact that today s public manager must increasingly operate within a global and interdependent governance context

CRISIS MANAGEMENT: THE ART OF SUCCESS & FAILURE Yunus D. Saleh, 2016-07-19 No matter where we work or what we do there is no stopping the fact that at some point in our lives we will encounter a crisis How an individual responsible for dealing with these types of situations reacts is ultimately the deciding factor as to whether or not they come out safely on the other side Crisis Management The Art of Success and Failure focuses on different types of crises symptoms and models that recurrently threaten business and political environments Pulling from no better teacher than history itself Crisis Management is broken into 30 case studies that provide analysis and theoretical approaches that explore both successful and unsuccessful examples of management in the midst of crisis While focusing primarily on business and politics Crisis Management is a powerful tool for all readers who wish to understand how to better tackle crises when they arise Learning how to remain calm and deal with critical situations is a skill that can be learned and mastered *The Public Relations Handbook* Alison Theaker, 2013-03 The Public Relations Handbook is a comprehensive and detailed introduction to the theories and practices of the public relations industry It traces the history and development of public relations explores ethical issues which affect the industry examines its relationship with politics lobbying organizations and journalism assesses its professionalism and regulation and advises on training and entry into the profession The Public Relations Handbook combines theoretical and organizational frameworks for studying public relations with examples of how the industry works in practice It draws on a range of promotional strategies and campaigns from businesses public and non profit organizations including the AA Airbus BT Northamptonshire County Council Cuprinol and Action for Children The Fourth Edition includes case studies examples and illustrations from a range of campaigns from small and multinational corporations local government and charities a companion website with new international case studies updated quarterly specialist chapters on financial public relations internal communications and marketing public relations strategic overviews of corporate identity globalisation and evaluation a thorough examination of ethics and professionalism more than fifty illustrations from recent PR campaigns a completely revised chapter on corporate social responsibility a new chapter on risk issues and crisis management *Reputation Management* Andrew Hiles, 2011-12-19 Managing and understanding the value of an organization s reputation is essential in the digital age where the slightest negative incident can go viral and quickly become a major PR containment exercise Reputation management is an integrated part of any organization s risk management plan so this intangible yet vital asset has to be assessed managed and protected Reputation Management provides advice on how to define and value your organization s reputation and techniques for maintaining and protecting it from risks that may arise on a daily basis This book also covers where the responsibility for reputation management lies risk identification governance

aspects and containment and mitigation of a negative event Aimed at the risk manager corporate communicator business strategist auditor and senior manager Reputation Management covers The governance of reputation Measuring and managing reputation Managing and monitoring external perceptions Reputation crisis management Strategic planning and reputation Reputation and investors SARS from East to West Eva-Karin Olsson,Lan Xue,2011-11-09 SARS from East to West is the production of international collaboration investigating the first major pandemic in the new millennium SARS As the only major outbreak of a deadly infectious disease in modern times the SARS case is an excellent example of an emerging contagious disease in an interdependent and interconnected world and provided the bases for how subsequent pandemics like the bird flu and swine flu are viewed and managed Eva Karin Olsson and Lan Xue bring together crisis management scholars with genuine knowledge of the geographic area covered in each of the chapters to examine the response to the SARS crisis at national and international levels as well as media analysis Proceedings of the 1st International Conference on Research in Communication and Media (ICORCOM 2021) Oktaviana Purnamasari,Muhammad Yusuf,Kirti Dang Longani,Syifa Astasia Utari,Tria Patrianti,Amin Shabana,2023-12-14 This is an open access book The 1st International Conference On Research in Communication and Media ICORCOM is an international conference organized by Institute of Research and Community Services LPPM University of Muhammadiyah Jakarta to discuss the most recent scientific studies in the field of communication and media in Indonesia and around the world The theme raised in ICORCOM is Today s Global Transformation in Communication and Media Studies It is known that the science of communication and media is very dynamic and always develops according to the times and existing technology So it is hoped that through this ICORCOM it can contribute to updating information and studies related to communication and media studies With the theme Today s Global Transformation in Communication and Media Studies we encourage scholars to answer key questions related to developments taking place in communication fields such as public relations advertising broadcasting and many others ICORCOM will be a forum that actively engages students in conference as well as other scientific competitions The findings and recommendations made at this international forum will have a significant impact on the advancement of science and practice in related industries As a result the beneficiaries of this forum are not only important for academics and students but also for other stakeholders such as government practitioners policymakers and others **BUSINESS Essential** Bloomsbury Publishing,2015-03-20 The abridged updated edition of international bestseller BUSINESS The Ultimate Resource This essential guide to the world of work and careers is crammed with top quality content from the world s leading business writers and practitioners Now in a handy paperback format it is ideal for time pressed managers small business owners and students alike A free eBook will be available for purchasers of the print edition This book includes Actionlists more than 200 practical solutions to everyday business and career challenges from revitalising your CV to managing during difficult times Management library time saving digests of more than 70 of the best and most influential business books of all

time from The Art of War to The Tipping Point We've read them so you don't have to Best Practice articles a selection of essays from top business thinkers Business Dictionary jargon free definitions of thousands of business terms and concepts Gurus explanations of the lives careers and key theories of the world's leading business thinkers Effective Operations and Performance Management Bloomsbury Publishing, 2010-10-01 Effective Operations and Performance Management is a multi-author volume written by practitioners and academics in their respective fields of expertise including Andrew Mayo Subir Chowdhur Andrew Cox and Leslie L Kossoff providing coverage in all aspects of operations and performance within a company The book addresses measuring and managing operational issues providing you with a solid platform from which to develop strategies and grow your business It includes over 30 chapters covering the management of operations and performance It offers you a rich vein of thought leadership and best practice and practical step by step guides on methods to improve operational robustness and measure performance There are a range of Checklists including Performing a Skills Gap Analysis The Triple Bottom Line Using and Understanding Financial Ratios for Analysis Applying Stress Testing to Business Continuity Management plus much more **QFINANCE** Bloomsbury Publishing, 2014-11-20 QFINANCE The Ultimate Resource 5th edition is the first step reference for the finance professional or student of finance Its coverage and author quality reflect a fine blend of practitioner and academic expertise whilst providing the reader with a thorough education in the many facets of finance Digital Services in Crisis, Disaster, and Emergency Situations Oliveira, Lídia, Tajariol, Federico, Gonçalves, Liliana Baptista, 2021-01-29 The contemporary world is characterized by the massive use of digital communication platforms and services that allow people to stay in touch with each other and their organizations On the other hand it is also a world with great challenges in terms of crisis disaster and emergency situations of various kinds Thus it is crucial to understand the role of digital platforms services in the context of crisis disaster and emergency situations Digital Services in Crisis Disaster and Emergency Situations presents recent studies on crisis disaster and emergency situations in which digital technologies are considered as a key mediator Featuring multi and interdisciplinary research findings this comprehensive reference work highlights the relevance of society's digitization and its usefulness and contribution to the different phases and types of risk scenarios Thus the book investigates the design of digital services that are specifically developed for use in crisis situations and examines services such as online social networks that can be used for communication purposes in emergency events Highlighting themes that include crisis management communication risk monitoring digital crisis intervention and smartphone applications this book is of particular use to governments institutions corporations and professionals who deal with crisis disaster and emergency scenarios as well as researchers academicians and students working in fields such as communications multimedia sociology political science and engineering Aviation Psychology Ömer Akgül, 2020-02-11 Human mechanical adaptability has become one of the most important elements in humans relationship with aviation and flying It often manifests in physical and mental strain and is seen as one of the most

important variables in flight After the Germanwings accident of 2015 the place and importance of psychology in aviation have increased due to its positive and negative effects on processes such as motivation performance task success customer experience development and accidents The aviation sector has become an arena that conducts some of the most important studies and research on this issue because of the high risks it encounters Indeed the studies conducted in this sector have provided motivation for similar studies in an array of other fields This book brings together a number of detailed studies on a variety of topics from different schools and disciplines in the behavioural sciences and their relation to the aviation industry which will allow the reader to better understand this multifaceted relationship

Tourism Crises Joan C. Henderson, 2007
Tourism Crises tackles the following areas Political disturbance the relationship between politics and tourism and political inspired tourism crises Social unrest host guest relations and tourists as targets of unrest Economic instability crises arising from fluctuating exchange rates and lack of investor confidence Environmental conditions natural disasters and health crises Technological crises transport accidents and crises arising from technical failure Corporate crises Human resource issues and questions of finance Approaches to managing crises will be assessed and appropriate tools and techniques of crisis management are explored enabling readers to gain an insight into this critical aspect of tourism decision making and equipping them with the skills and expertise necessary to deal with crisis conditions

Public Relations Theory II Carl H. Botan, Vincent Hazleton, 2010-08-27
The public relations landscape has changed dramatically from what it was in 1989 when the original Public Relations Theory volume was published Reflecting the substantial shifts in the intervening years Public Relations Theory II while related to the first volume is more a new work than a revision Editors Carl H Botan and Vincent Hazleton have brought together key theorists and scholars in public relations to articulate the current state of public relations theory chronicling the ongoing evolution of public relations as a field of study The contributors to this volume represent the key figures in the discipline and their chapters articulate the significant advances in public relations theory and research Working from the position that public relations is a theoretically grounded and research based discipline with the potential to bring numerous areas of applied communication together Botan and Hazleton have developed this volume to open up the public relations field to a broad variety of theories Organized into two major sections Foundations and Tools for Tomorrow the volume presents four types of chapters discussions addressing how public relations should be understood and practiced examinations of theories from other areas applied to public relations explorations of theories about a specific area of public relations practice and considerations of public relations theories and research that have not been given sufficient attention in the past or that hold particular promise for the future of public relations It serves as a thorough overview of the current state of theory in public relations scholarship Like its predecessor Public Relations Theory II will be influential in the future development of public relations theory Taken as a whole the chapters in this book will help readers develop their own sense of direction for public relations theory Public Relations Theory II is an essential addition to the library of every public

relations scholar and is appropriate for use in advanced public relations theory coursework as well as for study and reference

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