

Risk Issues And Crisis Management In Public Relations: A Casebook Of Best Practice (PR In Practice)

The successful management of emergencies and public health crises depends on adequate measures being implemented at all levels of the emergency chain of action, from policy makers to the general population. It starts with appropriate risk assessment, prevention, and mitigation and continues to prehospital and hospital care, recovery, and evaluation. All levels of action require well-thought out emergency management plans and routines based on established command and control, identified safety issues, functional communication, well-documented triage and treatment policies, and available logistics. All these characteristics are capabilities that should be developed and trained, particularly when diverse agencies are involved. In addition to institutional responses, a robust, community-based disaster response system can effectively mitigate and respond to all emergencies. A well-balanced response is largely dependent on local resources and regional responding agencies that all too often train and operate within "silos", with an absence of interagency cooperation. The importance of this book issue is its commitment to all parts of emergency and public health crisis management from a multiagency perspective. It aims to discuss lessons learned and emerging risks, introduce new ideas about flexible surge capacity, and show the way it can practice multiagency collaboration.

Since the publication of the first edition in 2002, interest in crisis management has been fuelled by a number of events, including 9/11. The first edition of this text was praised for its rigorous yet logical approach, and this is continued in the second edition, which provides a well-researched, theoretically robust approach to the topic combined with empirical research in continuity management. New chapters are included on digital resilience and principles of risk management for business continuity. All chapters are revised and updated with particular attention being paid to the impact on smaller companies. New cases include: South Africa Bank, Lego, Morgan Stanley Dean Witter; small companies impacted by 9/11; and the New York City power outage of August 2003.

Aware that a single crisis event can devastate their business, managers must be prepared for the worst from an expansive array of threats. The Routledge Companion to Risk, Crisis and Security in Business comprises a professional and scholarly collection of work in this critical field. Risks come in many varieties, and there is a growing concern for organizations to respond to the challenge. Businesses can be severely impacted by natural and man-made disasters including: floods, earthquakes, tsunami, environmental threats, terrorism, supply chain risks, pandemics, and white-collar crime. An organization's resilience is dependent not only on their own system security and infrastructure, but also on the wider infrastructure providing health and safety, utilities, transportation, and communication. Developments in risk security and management knowledge offer a path towards resilience and recovery through effective leadership in crisis situations. The growing body of knowledge in research and methodologies is a basis for decisions to safeguard people and assets, and to ensure the survivability of an organization from a crisis. Not only can businesses become more secure through risk management, but an effective program can also facilitate innovation and afford new opportunities. With chapters written by an international selection of leading experts, this book fills a crucial gap in our current knowledge of risk, crisis and security in business by exploring a broad spectrum of topics in the field. Edited by a globally-recognized expert on risk, this book is a vital reference for researchers, professionals and students with an interest in current scholarship in this expanding discipline.

Firefighters are taught to battle flames. Police learn to respond quickly to 911 calls. So why are so few health officials prepared for public health crises? The Public Health Crisis Survival Guide is here to help. Whether it's an infectious disease outbreak, a scathing news report, or a sudden budget calamity, this book gives public health readers an honest and practical overview of what to do when things go wrong -- not just to survive, but to lead and thrive in the most difficult circumstances. With examples drawn from history, recent headlines, and the author's own experience at the local, state, and federal levels, this book covers: how to recognize, manage, and communicate in a crisis - how to pivot from managing a crisis to advocating for long-term policy change that can prevent the crisis from happening again - how to awaken a sense of crisis on a longstanding problem to generate momentum for change - taboo topics, including whether and how to apologize for mistakes Written by a voice of experience, practicality, and good humor, The Public Health Crisis Survival Guide will be a source of enrichment and reassurance for the next generation of public health students and practitioners.

Handbook of Risk and CrisIs Communication

Ethics and Crisis Management

Themes in Issues, Risk and Crisis Communication: a Multi-Dimensional Perspective

Emergencies and Public Health Crisis Management- Current Perspectives on Risks and Multiagency Collaboration

Risk Issues And Crisis Management 3rd/Edition

Effective Crisis Communication

In this fully updated Second Edition, three of today's most respected crisis/risk communication scholars provide the latest theory, practice, and innovative approaches for handling crisis. This acclaimed book presents the discourse of renewal as a theory to manage crises effectively. The book provides 15 in-depth case studies that highlight successes and failures in dealing with core issues of crisis leadership, managing uncertainty, communicating effectively, understanding risk, promoting communication ethics, enabling organizational learning, and producing renewing responses to crisis. Unlike other crisis communication texts, this book answers the question, "What now?" and explains how organizations can and should emerge from crisis.

In this updated edition of the successful Public Relations Handbook, a detailed introduction to the theories and practices of the public relations industry is given. Broad in scope, it traces the history and development of public relations, explores ethical issues which affect the industry, examines its relationships with politics, lobbying organisations and journalism, assesses its professionalism and regulation, and advises on training and entry into the profession. It includes: interviews with press officers and PR agents about their working practices case studies, examples, press releases and illustrations from a range of campaigns including Railtrack, Marks and Spencer, Guinness and the Metropolitan Police specialist chapters on financial public relations, global PR, business ethics, on-line promotion and the challenges of new technology over twenty illustrations from recent PR campaigns. In this revised and updated practical text, Alison Theaker successfully combines theoretical and organisational frameworks for studying public relations with examples of how the industry works in practice.

Considering that the press is one of the fundamental elements of democracy, this book investigates how the political agenda has been presented in the print media in Turkey. By using agenda setting and framing theories, this book analyzes the conference "Ottoman Armenians During the Decline of the Empire: Issues of Scientific Responsibility and Democracy," referred to as "the Armenian Conference," which was held in September 24-25, 2005.

Communicating success and recovery from a crisis is a headline-making activity. In this new book, Dr. Ray looks at organizational crises, the communications strategies employed by organizations when responding to crises, and the factors that influence the effectiveness for crisis communication. Her three-stage model of crisis stages provides a comprehensive understanding of the significant factors that affect the success of communicating in crisis situations. She shows how strategic communication is best understood and developed from a broad frame of reference, and how specific communication choices must emerge from specific situations. Corporate communications specialists at all levels in the private and public sectors both, plus executives with other management responsibilities, will find Dr. Ray's book informative, useful, and fascinating reading.

Risk Analysis and Management - Trends, Challenges and Emerging Issues

Preventing Crises at Your University

Managing Stakeholder Relationships

Risk Communication for the Future

Comprehensive Principles and Practices

A Casebook of Best Practice

The Public Relations Strategic Toolkit provides a structured approach to understanding public relations and corporate communications. The focus is on professional skills development as well as approaches that are widely recognised as 'best practice'. Original methods are considered alongside well established procedures to ensure the changing requirements of contemporary practice are reflected. Split into four parts covering the public relations profession, campaign planning, corporate communication and stakeholder engagement, this textbook covers everything involved in the critical practice of public relations in an accessible manner. Features include: definitions of key terms contemporary case studies insight from practitioners handy checklists practical activities and assignments Covering the practicalities of using traditional and social media as well as international considerations, ethics, and PR within contexts from politics to charities, this guide gives you all the critical and practical skills you need to introduce you to a career in public relations.

Crisis comes in many shapes and sizes, including media blunders, social media activism, extortion, product tampering, security issues, natural disasters, accidents, and negligence – just to name a few. For organizations, crises are pervasive, challenging, and catastrophic, as well as opportunities for organizations to thrive and emerge stronger. Despite the proliferation of research and books related to crisis communication, the voice that is often lost is that of the stakeholder. Yet, as both a public relations and management function, stakeholders are central to the success and failure of organizations responding to and managing crises in a cross-platform and global environment. This core textbook provides a comprehensive and research-driven introduction to crisis communication, critical factors influencing crisis response, and what we know about predicting stakeholder responses to crises. Incorporated into each chapter are global case studies, ethical challenges, and practitioner considerations. Online resources include an extensive set of multimedia materials ranging from podcast mini-lectures to in-class exercises, and simulation-based activities for skills development (https://audralawson.com/resources/crisis-communication-managing-stakeholder-relationships/). Demonstrating the connection between theory, decision-making, and strategy development in a crisis context, this is a vital text for advanced undergraduate and postgraduate students of Communications, Public Relations, Marketing, and Strategic Management.

This volume provides a comprehensive, up-to-date overview of the latest management and organizational research related to risk, crisis, and emergency management. It is the first volume to present these separate, but related, disciplines together. Combined with a distinctly social and organizational science approach to the topics (as opposed to engineering or financial economics), the research presented here strengthens the intellectual foundations of the discipline while contributing to the development of the field. The Routledge Companion to Risk, Crisis and Emergency Management provides a definitive treatise of the discipline today, with contributions from several key academics from around the world. It will prove a valuable reference for students, researchers, and practitioners seeking a broad, integrative view of risk and crisis management.

Risk is an enduring theme of modern life. It permeates the political, economic and environmental domains. Some risks are unavoidable. Others are not. Innovative Thinking in Risk, Crisis, and Disaster Management provides ideas and action plans for risk, crisis, and disaster management in a risk society, based on late-modern approaches such as technological citizenship; delegated authority; and exploitation of 'lay' knowledge. Written in an accessible style, with technical terms defined and explained, it offers genuinely original thinking that will be of interest to academics, students, and commentators. Primarily though, it will be of value to practitioners in the emergency services, industry and commerce, and to planners and policy makers at national and local government level. The book deals with issues of civil safety and security. It covers management of socio-technical risks and hazards; environmental risk; social and economic impacts of ICT; and risk perception. In addition it touches upon terrorism; public order; emergency responding; high risk technologies; energy supply; climate change; natural disasters; and employment-related issues-all within a social context that prioritises risk reduction. The problems we face in the twenty-first century are not intractable. All we need is a little less dogma and a little more imagination.

Risk and Crisis Management in the Public Sector

A Handbook for PR and Communications Professionals

Risk Issues and Crisis Management

New Issues In International Crisis Management

Proceedings of the 6th International Conference on Risk Analysis and Crisis Response (RACR 2017), June 5-9, 2017, Ostrava, Czech Republic

Crisis Communication

With the collapse of high-profile companies such as Enron and Tyco, worldwide anti-globalization protests, and recent revelations of questionable behavior by financial groups and auditors, corporate behavior has become the highest priority topic for businesspeople, investors, politicians and the public. Yet despite the critical importance of maintaining public and shareholder trust, most corporations make very little formal effort to actively manage the activities that can put their reputation, share price, and customer base at risk. Most corporations officially em

giving money away to local communities or worthy causes will not prevent an ethical disaster. The problem is not social irresponsibility: the problem is a lack of knowledge about what is taking place in the company or at its subcontractor sites. What companies need to be thinking about is not a theoretical construct around Corporate Social Responsibility, or how they can spin public opinion by charitable actions. They need to be thinking about how they can create a practical knowledge and risk management framework in their company that allows them to give. Ultimately, this comes down to knowledge management. Whether violations of human rights, employment law, or environmental standards - or simply accounting shenanigans - invariably the reason that these activities are not anticipated and avoided is simply that executives and board members do not realize what is happening in the organization, and what the likely implications of actions will be. And the larger the organization, the more extensive that lack of knowledge. The good news is that developing a strategic approach to corporate integrity is not

The problem is that companies that are already using sophisticated information technology and knowledge management tools for gathering internal and external information have focused those systems and practices almost exclusively on operational issues and increasing productivity. But these same knowledge management techniques - built around emerging ethical guidelines being developed by international standards groups - can be used by companies to create an effective global policy for building and maintaining corporate integrity. This means applying knowledge areas: * First, they need to mobilize key employee knowledge and the vast amount of information available on potentially sensitive issues in a way that allows key decision-makers to "sense and respond" quickly and correctly to developing risks. * Second, it means creating objective, scenario-based guidelines for ethical behavior, communicating those guidelines using knowledge management techniques among key organizational leaders, and providing a workable system of incentives for managers to surface potentially dangerous issues. * Third, companies need to

provide for ethical procedures and performance indicators that enable companies to audit and monitor their own behavior, and also to provide shareholders and the buying public with an objective report on the company's ethical performance. Much like ISO 9000, Six Sigma and other performance and productivity and practice standards of the 1990s, these new global ethics standards will inevitably become a baseline by which investors and customers judge a company's potential for future growth and stability. High marks on auditable ethical performance set the companies to differentiate themselves from their competition in the future. Developing a workable program for corporate ethics will be one of the most important issues of this decade, and will be "the next big thing" for large organizations. A drive toward standardized reporting of corporate ethics practices was coming anyway: the recent public corporate disasters will only encourage corporate executive teams to scramble to demonstrate to customers and shareholders that their organization takes these issues seriously. This book, therefore, will be a primer who will shortly be tasked with devising or participating in those types of corporate integrity initiatives, and will explain how knowledge management is indispensable as a tool for helping corporations to manage their risk and integrity policies. Through a mixture of leading practice case studies and a clear framework, it will show how a corporation can begin to combine leading practices in risk and knowledge management with emerging international guidelines in order to develop and manage a program of corporate integrity.

The intersection of issues and crises management with risk and reputation is one of the most dynamic and challenging areas of professional communication.Written by one of Australia's leading experts in issue and crisis management, this book introduces and examines each of these elements, and explores their relationship as an integrated model within the broader contexts of public relations, communication and management. It provides comprehensive analysis and discussion of theoretical perspectives and current field research, and introduces industry exam

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Risk is an enduring theme of modern life. It permeates the political, economic and environmental domains. Some risks are unavoidable. Others are not. Innovative Thinking in Risk, Crisis, and Disaster Management provides ideas and action plans for risk, crisis, and disaster management in a risk society, based on late-modern approaches such as technological citizenship; delegated authority; and exploitation of 'lay' knowledge. Written in an accessible style, with technical terms defined and explained, it offers genuinely original thinking that will be of interest to academics, students, and commentators. Primarily though, it will be of value to practitioners in the emergency services, industry and commerce, and to planners and policy makers at national and local government level. The book deals with issues of civil safety and security. It covers management of socio-technical risks and hazards; environmental risk; social and economic impacts of ICT; and risk perception. In addition it touches upon terrorism; public order; emergency responding; high risk technologies; energy supply; climate change; natural disasters; and employment-related issues-all within a social context that prioritises risk reduction. The problems we face in the twenty-first century are not intractable. All we need is a little less dogma and a little more imagination.

The intersection of issues and crises management with risk and reputation is one of the most dynamic and challenging areas of professional communication.Written by one of Australia's leading experts in issue and crisis management, this book introduces and examines each of these elements, and explores their relationship as an integrated model within the broader contexts of public relations, communication and management. It provides comprehensive analysis and discussion of theoretical perspectives and current field research, and introduces industry exam

equips students and practitioners with key knowledge and skills to manage the communication process within organisations, and inform strategic responses to issues and crises. Key featuresCase studies at the end of each chapter connect theory to practical examples from the Asia Pacific regionDiscussion of the role and impact of social media usage is incorporated throughoutKey points, activities and discussion questions support student learningIncludes a fully-worked example of a detailed issue management plan.

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The intersection of issues and crises management

management of sport. With the devastating impacts of COVID-19 illustrating the central importance of resilience and proper preparation for crises and disasters, this book is an essential read for all researchers, students, practitioners and policy-makers working in sport, tourism, entertainment, leisure and critical event studies.

BUILD AN INVINCIBLE BRAND IN THIS UNCERTAIN WORLD The potential risks in modern-day business are greater, more dynamic, and less predictable than ever before. And yet, the greatest exposure does not lie within these risks. Rather, it lies in having a team that is not prepared to anticipate, foresee, or respond to a rising threat, and its impact on your reputation, revenue, and relationships in real time. No matter your level of security, due diligence, or control, the reality is that we live in uncertain times. Organizations are prone to a multitude of risks that can attack from every angle. When your team is Crisis Ready, your organization is prepared for anything and everything that the modern world can throw at it.

The daily process of public service provision and administration is filled with value judgments and value trade-offs, and the safeguarding of just and fair processes is key to the public's trust in governing institutions. In crises, public decision-makers face complex ethical judgments under great uncertainty, timepressure, and heightened public scrutiny. A lack of attention to the ethical dimensions of crises has lead decision-makers to long-shadow crises that never reach closure. Furthermore, crises triggered by unethical conduct by public officials steadily feed people's cynicism about politicians and bureaucracy. The fact that decision-makers often are judged on how they dealt with ethical issues in crises further underlines the importance of this topic. Little scholarly attention had been paid to how ethics play into and are dealt with in situations when they matters most - in crises. In order to improve government performance we need to analyze the ethical dilemmas and normative challenges that face practitioners in crises. This book meets this challenge by presenting a public policy framework for analyzing the ethical dilemmas in crises and introduces ten empirical chapters written by prominent public administration and crisis management scholars. The cases reviewed include Abu Ghraib, the 9/11 Commission, the 2008 Financial Crisis and the Memorial Hospital Tragedy during Hurricane Katrina. Building off the empirical focus on inherent ethical challenges in crises and actor ethics in evaluation and judgment, the concluding chapter outlines important lessons about criteria for crisis decision-making and strategies, the poisoned apple of bureaucratic discretion, and the nature of post-crisis evaluations. The book is geared toward students, scholars, and practitioners concerned with public management, public sector ethics, public policy, crisis management, and the implication of these factors on business and corporate crisis management.

Crisis management is an interdisciplinary subject field represented by theoretical problems, practical activity, people management and the art of crisis situation solving. Overall, the studies that this publication contains are to provide an overview of the state of the art mainly focused on crisis management cycle represented by certain phases and steps. Topics include also lessons learned from natural and man-made disasters, crisis communication, information systems in crisis management, civil protection and economics in crisis management. We hope that chapters of this book will provide useful information within crisis management issue for a wide audience.

The Routledge Companion to Risk, Crisis and Security in Business

The Public Health Crisis Survival Guide

Exploring Issues, Crises, Risk and Reputation

Managing Corporate Reputation and Risk

What Your CEO Needs to Know About Reputation Risk and Crisis Management

A Crisis Management Approach

Ultimately, Preventing Crises at Your University serves as a wake-up call for all higher education leaders and board members.

The Public Relations Handbook

Threat Politics