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# Public Crisis Management

**Lynn T. Drennan, Adina Dudau, Allan  
McConnell, Alastair Stark**



## **Public Crisis Management:**

The Politics of Crisis Management Arjen Boin, Paul 't Hart, Eric Stern, Bengt Sundelius, 2017 A newly updated edition of a concise and evidence based approach to strategic crisis leadership      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      *Handbook of Crisis and Emergency Management* Ali Farazmand, 2001-06-22 Including contributions from sixty international authors this book examines emergency responses to environmental dangers such as chemical fires hazardous material and oil spills nuclear reactor accidents and earthquakes and crises in the environment global public service and politics It covers a wide range of international issues and topics using various analyses including critical descriptive empirical quantitative and normative methods The book discusses approaches to natural disasters resolutions to cultural religious and political tensions terrorism and the potential use of biological chemical and nuclear weapons the role of crisis public relations and more      **Risk and Crisis Management in the Public Sector** Lynn T. Drennan, Adina Dudau, Allan McConnell, Alastair Stark, 2024-06-27 Risk and Crisis Management in the Public Sector 3rd edition is a guide for public managers and public management students which combines practical and scholarly knowledge about risk and crisis management together in a single accessible text In the uncertainty of the twenty first century public managers need to know how to identify risks and plan for crises how to respond to uncertain events and emergencies and how to develop resilience This book provides this fundamental knowledge with reference to a range of contemporary cases including COVID 19 the war in Ukraine and global cyber crime crises It also explores the international transboundary and multi agency dimensions of risk and crisis management This fully updated new

edition explores the cutting edge of risk and crisis management scholarship provides an extensive series of tools and practical guidance for public managers who deal with uncertainty and draws on a wealth of classic and contemporary case studies This content 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 book is essential reading for students studying public management risk management and crisis management as well as professionals in the public management sector

**Report on Chinese Social Opinion and Crisis Management** Yungeng Xie,2019-05-22 This volume focuses on Chinese society in the environment created by new media It offers insights into Chinese public opinion for an international readership and to promote the media literacy and crisis coping capacity of all social sectors by integrating multiple research perspectives including journalism and communication management sociology psychology information security etc The volume is guided by an innovative overarching public opinion research framework as well as qualitative and quantitative research methods and includes in depth studies on the status quo of Chinese social opinion and Internet public opinion the developmental history of Chinese Internet public opinion over the past ten years 2003 2012 the online communication of public events and public satisfaction with the government

**Public Crisis Management** Michael J. Hillyard,2000 Public Crisis Management is an inter organizational primer In detail it describes the strengths and limitations of organizations that work together to resolve some of mankind s worst shared dilemmas Wildland firefighting emergency and disaster management and public safety networks are studied to uncover what each network form does well and not so well Those networks are also used to provide a general management framework that other crisis management networks will find useful The book s five principles identify ingredients necessary to form and maintain relationships of multiple organizations in pursuit of public health safety and security Public Crisis Management is useful for both the academic and practitioner communities as so many key business government and international decisions rest on the cooperation and coordination of more than one organization to resolve modern problems

*China's Emergency Management* Xing Tong,Haibo Zhang,2019-07-20 In this timely book about the current state of research and practice of emergency management in China the authors take as their basic premises that we now live in a risk society and that our collective ability to deal with disasters and their aftermath is more important than ever Set within a multi disciplinary framework that places risk disaster and crisis the three phases of emergency management on an analytical continuum and drawing on empirical data obtained through surveys observations and interviews the study not only provides a thorough overview of recent progress in our theoretical understanding of the subject but also offers insights on how scientifically informed policies can improve the way emergency management is done in China

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 [Risk Issues and Crisis Management in Public Relations](#) Michael Regester, Judy Larkin, 2008 First published in 1997 as Risk Issues and Crisis Management **Disaster and Crisis Management** Naim Kapucu, Arjen Boin, 2017-10-02 A wide range of natural

hazards pose major risks to the lives and livelihoods of large populations around the world Man made disasters caused by technological failures industrial accidents spillages explosions and fires compound this threat Since 9 11 security threats based on violence terrorism insurgency and civil strife have attracted much governmental attention and a great deal of public resources As the scale frequency and intensity of disasters and crises have dramatically increased over the last decade the failures in responding to these crises have prompted a critical need to evaluate the way in which the public sector responds to disaster What have we learned What has changed in the management of disasters and crises What do we know about the causes patterns and consequences of these events This book looks at some of the approaches that can be taken to empirically examine disaster and crisis management practices It contributes to the literature on crisis and disaster management as well as social policy and planning Introducing approaches that are applicable to a variety of circumstances in the U S and in other countries it offers ways to think through policy interventions and governance mechanisms that may enhance societal resilience This book was originally published as a special issue of Public Management Review

**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 Publish Crisis Management in China 2008

**Public Sector Crisis Management** Alexander Rozanov, Alexander Barannikov, Olga Belyaeva, Mikhail Smirnov, 2020-10-28 The term crisis management was applied to business only after the publication of the monograph Crisis Management Planning for the Inevitable by Steven Fink in 1986 Since then this term has turned from a journalistic cliché into a scientific concept and its concept theory and methodology have been further developed It is the turning point in the meaning of the word crisis that indicates the possibility of changing the situation by making decisions that contribute to changing the vector of development of events from destruction to recovery and further development From the above the general definition of the term crisis management follows as a process of saving the system from its destructive effects The activity of the crisis manager is always temporary and stops as a result of a favorable overcoming of the crisis or vice versa the destruction of the system Therefore the criterion for the success of a manager in emergency crisis management is effectiveness as an absolute measure of the presence or absence of a result it

either exists or does not exist      *Manager's Guide to Crisis Management* Jonathan Bernstein, 2011-11-11 Lead your Organization through any business crisis and emerge stronger than ever Manager's Guide to Crisis Management provides the basic skills and knowledge you need to deal with the crises that inevitably occur in any business or organization Covering every aspect of the topic from defining crisis management and policies to training for and responding to crises it helps you fully grasp any situation that threatens business careers and even lives Lead through any crisis smoothly and with minimal ramifications by mastering the most effective tactics including Planning for and training staff in crisis management Anticipating and preventing crises before they occur Managing the company's online reputation Addressing crises that affect multicultural stakeholders Creating effective crisis related messaging Knowing when to bring in a specialist About the Briefcase Books series Briefcase Books written specifically for today's busy manager feature eye catching icons checklists and sidebars to guide managers step by step through everyday workplace situations Look for these innovative design features to help you navigate through each page Key Terms Clear definitions of key terms and concepts Smart Managing Tactics and strategies for managing crises Tricks of the Trade Tips for executing the tactics in the book Mistake Proofing Practical advice for minimizing the possibility of error Caution Warning signs for when things are about to go wrong For Example Examples of successful crisis management Tools Specific planning procedures tactics and hands on techniques

**Emergency Public Relations: Crisis Management In A 3.0 World** Alan B. Bernstein; Cindy Rakowitz, 2012-02-07 The great economic downturn tumultuous weather patterns Ponzi schemes Occupy protests political uncertainty flash mobs and mall melees make daily headlines When you hear about catastrophic news do you ever think about how an unanticipated event might affect your business As you know from the classic Boy Scout mantra it is always best to be prepared This quick read teaches you the art and science of crisis management and rapid response to PR emergencies A review from Andrew Scott Grammy Nominated Producer Songwriter Owner of ASA Public Relations Bold tenacious and downright in your face Alan B Bernstein and Cindy Rakowitz create a masterpiece in public relations management with the latest edition of *Emergency Public Relations Crisis Management in a 3.0 World* A bible for service professionals this book tackles all angles of crisis management from brand salvaging to social media handling A must read for publicists marketing professionals service providers and business owners

**Crisis Management and National Emergency Response** . Wadsworth, Sabina L. Burton, 2007 This book offers a comprehensive introduction to the current and key issues that impact crisis management It includes content on responding to riots managing evacuations protecting victims of major disasters and stress management for first responders      *Risk and Crisis Management in the Public Sector* Lynn T. Drennan, Allan McConnell, 2012 This book links theory and practice with the specific aim of equipping public managers and those studying public management with the necessary knowledge and skills to manage risk and effectively deal with crises      **Emergencies and Public Health Crisis Management- Current Perspectives on Risks and Multiagency Collaboration** Amir Khorram-Manesh, Frederick M

Burkle, 2020-12-11 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.

**National Disaster Management Guidelines**, 2007 With reference to India **Emergency Management** Thomas E. Drabek, Gerard J. Hoetmer, 1991



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