Record Nr. UNINA9910154945803321

Autore Seitel Fraser P.

Titolo The practice of public relations / / Fraser P. Seitel

Pubbl/distr/stampa Boston:,: Pearson,, [2017]

©2017

ISBN 9781292160115

1-292-16005-5 1-292-16011-X

Edizione [Thirteenth, Global edition.]

Descrizione fisica 1 online resource (465 pages)

Collana Always learning

Disciplina 659.2

Soggetti Public relations - United States

Lingua di pubblicazione Inglese

Formato Materiale a stampa

Livello bibliografico Monografia

Note generali Includes index.

Nota di bibliografia Includes bibliographical references and index.

Nota di contenuto Cover -- Title Page -- Copyright Page -- Brief Contents -- Contents --

Foreword -- Preface -- About the Author -- Part I Evolution -- Chapter 1 Defining Public Relations -- Prominence of Public Relations -- What Is Public Relations? -- Influencing Public Opinion -- A Question of Ethics Repping the Russian Lion -- Management Interpreter -- Public Interpreter -- Public Relations Publics -- FYI Interpreting a Sensitive, Gender Issue -- Public Relations Functions -- The Sin of "Spin" -- What Manner of Man or Woman? -- Last Word -- Discussion Starters -- Pick of the Literature Rethinking Reputation: How PR Trumps Advertising and Marketing in the New Media World -- Case Study The New CEO's Trial by "Switchgate" Fire -- From the Top an Interview with Harold Burson -- Public Relations Bookshelf -- Chapter 2 The History and Growth of Public Relations -- Ancient Beginnings -- Early American Experience -- Later American Experience -- FYI P. T. Barnum Redux --Ivy Lee: The Father of Public Relations -- The Growth of Modern Public Relations -- A Question of Ethics Burson Fumbles Facebook Flap --Public Relations Comes of Age -- Public Relations Education -- Last Word -- Discussion Starters -- Pick of the Literature A Century of Spin: How Public Relations Became the Cutting Edge of Corporate Power (Paperback) -- Case Study Welcome to the NFL -- From the Top an Interview with Edward L. Bernays -- Public Relations Bookshelf -- Part II Preparation/Process -- Chapter 3 Communication -- Goals of Communication -- Traditional Theories of Communication -- Contemporary Theories of Communication -- A Question of Ethics Irate Actor Takes to the Air -- The Word -- FYI Profizzle of Lexicizzle -- Receiver's Bias -- Feedback -- Last Word -- Discussion Starters -- Pick of the Literature The Power of Communication -- Case Study Race Relations with That Soy Latte?.

From the Top An Interview with Denise Hill -- Public Relations Bookshelf -- Chapter 4 Public Opinion -- What Is Public Opinion? --What Are Attitudes? -- How Are Attitudes Influenced? -- Motivating Attitude Change -- Power of Persuasion -- Influencing Public Opinion -- A Question of Ethics The Doctor Is Piqued -- Polishing the Corporate Image -- FYI Winning Reputation . . . -- FYI. . . Losing Reputation --Managing Reputation -- Last Word -- Discussion Starters -- Pick of the Literature The New York Times, nytimes.com, and The Wall Street Journal, wsj.com -- Case Study The Tylenol Murders -- From the Top An Interview with Ray Jordan -- Public Relations Bookshelf -- Chapter 5 Management -- Public Relations Management Process -- Reporting to Top Management -- A Question of Ethics Deflated Standards -- The Public Relations Plan: Conceptualizing -- The Public Relations Plan: Creating -- Activating the Public Relations Campaign -- Setting Public Relations Objectives -- FYI Disappearing Roots -- Public Relations Budgeting -- Public Relations Implementation -- Public Relations Departments -- Public Relations Agencies -- Reputation Management -- Where Are the Jobs? -- What Does It Pay? -- Women and Minorities -- Last Word -- Discussion Starters -- Pick of the Literature Reputation Management: The Key to Successful PR and Corporate Communication, 3rd Edition -- Case Study Uber Success Brings Uber Public Relations Problems -- From the Top An Interview with Peter Drucker -- Public Relations Library -- Chapter 6 Ethics -- Ethical Issues Abound -- Doing the Right Thing -- Ethics in Business -- A Question of Ethics Sorry for Your Loss but . . . . Nice Bag -- Corporate Codes of Conduct --Corporate Social Responsibility -- Ethics in Government -- FYI Test Your Workplace Ethics -- Ethics in Journalism -- Ethics in Public Relations -- Last Word -- Discussion Starters. Pick of the Literature Ethics in Public Relations, 2nd Edition -- Case

Study Ethical Hammer Falls on Daddy Huxtable -- From the Top An Interview with Howard J. Rubenstein -- Public Relations Bookshelf --Chapter 7 The Law -- An Uneasy Alliance -- The First Amendment --Defamation Law -- A Question of Ethics Whistleblower or Traitor? --Insider Trading Law -- Disclosure Law -- FYI Criminal Attorneys-Literally -- Ethics Law -- Copyright Law -- Internet Law -- Litigation Public Relations -- Last Word -- Discussion Starters -- Pick of the Literature Advertising and Public Relations Law, 2nd Edition -- Case Study Walmart's Legal Crackup -- From the Top An Interview with Robert Shapiro -- Public Relations Bookshelf -- Chapter 8 Research --Essential First Step -- What Is Research? -- Public Relations Research Principles -- FYI Figures-and Faces-Lie -- Public Relations Research Types -- Public Relations Research Methods -- A Question of Ethics Study: Diet Soda Sparks Weight Loss-Whaaaa? -- Evaluation -- Online Research -- Last Word -- Discussion Starters -- Pick of the Literature Primer of Public Relations Research, 2nd Edition -- Case Study Researching a Position for Alan Louis General -- From the Top An Interview with Sandra Bauman -- Public Relations Bookshelf -- Part III The Publics -- Chapter 9 Media -- Paid vs. Owned vs. Earned --Objectivity in the Media -- A Question of Ethics Anchors Away -- Print Media Hangs In -- Electronic Media Leads -- Online Media Competes But. . . . -- Dealing with the Media -- Attracting Publicity -- Value of

Publicity -- FYI Confessions of a Media Maven -- Pitching Publicity -- Online Publicity -- Handling Media Interviews -- Outside the Lines Two-Minute Media Relations Drill -- Last Word -- Discussion Starters -- Pick of the Literature On Deadline Managing Media Relations, 5th Edition -- Case Study They're Heeere!.

From the Top An Interview with Al Neuharth -- Public Relations Bookshelf -- Chapter 10 Social Media -- Brief History of the Net --Public Relations and the Net -- Web Sites -- E-mail -- Blogs -- FYI King Blogs -- Subjects Cheer -- Social Networks -- A Question of Ethics Ain't No Sunshine for Wikipedia Alteration -- Online Communication Vehicles -- The Online Dark Side -- Last Word --Discussion Starters -- Pick of the Literature Social Media and Public Relations -- Case Study Don't Mess with the Queen of Social Media --From the Top An Interview with Richard Edelman -- Public Relations Bookshelf -- Chapter 11 Employee Relations -- A Critical Function --The Employee Public -- Communicating "Trust" -- A Question of Ethics How Not to "Cosi" Up to Employees -- Credibility Holds Key -- S-H-O-C the Troops -- Internal Tool Kit -- FYI Disney's Credibility Correction -- Internal Social Media -- The Grapevine -- Last Word -- Discussion Starters -- Pick of the Literature Strategic Internal Communication: How to Build Employee Engagement and Performance -- Case Study Sony Shoots the Messenger -- From the Top An Interview with Jay Rayburn -- Public Relations Bookshelf -- Chapter 12 Government Relations --Don't Call It "Public Relations" -- Government Public Relations -- A Question of Ethics Schock-ing the Downton Abbey Congressman --White House Press Secretary -- Lobbying the Government -- FYI Are Ya' Havin' a Laugh? -- Political Action Committees -- Rapid Response --Dealing with Local Government -- Last Word -- Discussion Starters --Pick of the Literature All the Presidents' Spokesmen -- Case Study Bridgegate -- From the Top An Interview with Josh Earnest -- Public Relations Bookshelf -- Chapter 13 Community Relations --Multicultural Diversity -- CSR-Corporate Social Responsibility --Community Relations Expectations -- Community Relations Objectives. A Question of Ethics How NOT to Win Friends & Influence Communities -- Serving Diverse Communities -- Nonprofit Public Relations -- FYI 13 Rules for Radicals -- Last Word -- Discussion Starters -- Pick of the Literature Rules for Radicals: A Practical Primer for Realistic Radicals --Case Study Up Your Bucket for a Wonderful Cause -- From the Top An Interview with Mike Paul -- Public Relations Bookshelf -- Chapter 14 International Consumer Relations -- Worldwide Consumer Class --Consumer Relations Objectives -- Consumer-Generated Media --Handling Consumer Complaints -- The Consumer Movement -- A Question of Ethics Targeting Plus-Sized Critics -- Operating Around the Globe -- Consumer Internet Activists -- FYI Think Multilingual-or Else -- Business Gets the Message -- FYI Straighten Out Your Englishor Else -- Last Word -- Discussion Starters -- Pick of the Literature Business as Usual -- Case Study Hiding "Under the Dome" -- From the Top An Interview with Kathy Bloomgarden -- Public Relations Bookshelf -- Part IV Execution -- Chapter 15 Public Relations Writing -- Writing for the Eye and the Ear -- Fundamentals of Writing -- FYI The Greatest Public Relations Writer of All Time -- Flesch Readability Formula --Inverted Pyramid Simplicity -- FYI Churchill's Worst Nightmare -- The News Release -- News Release News Value -- FYI Write the Release --News Release Content -- News Release Essentials -- A Question of Ethics No "Pardon" for Anti-Obama Facebook Poster -- FYI 21st Century News Release 10 Taboo Terms -- Internet Releases -- Art of the Pitch -- Writing for Listening -- Importance of Editing -- FYI Twitterspeak -- Last Word -- Discussion Starters -- Pick of the

Literature Public Relations Writing, 10th Edition -- Case Study The Raina, Inc. News Release -- From the Top An Interview with Hoa Loranger -- Public Relations Bookshelf.
Chapter 16 Integrated Marketing Communications.

## Sommario/riassunto

For courses in public relations. Prepares Students for Public Relations Work with an Emphasis on Ethics and Contemporary, Real-world Applications Featuring an intensely practical approach that favors reasoning, justification, and applications that work, The Practice of Public Relations prepares students for contemporary public relations work in the changing landscape of the 21st century. Fraser Seitel's writing combines a contemporary, real-life approach that marries his experience in the field with a light-hearted, energetic prose style. This Thirteenth Edition has been thoroughly updated to include recent public relations cases with a continued emphasis on ethics, using examples that span several fields and countries. Building on the successes of the previous edition, this text remains the most visual text on the market, as well as the most comprehensive in its discussion of social media as it relates to public relations.