Record Nr. UNINA9910449943403321 Autore Hearit Keith Michael Titolo Crisis Management by Apology Pubbl/distr/stampa New York, : Routledge, Aug. 2005 Florence, : Taylor & Francis Group [distributor] **ISBN** 1-135-65024-1 1-135-65025-X 1-282-37538-5 9786612375385 1-4106-1559-6 Descrizione fisica 1 online resource (261 p.) Collana LEA's communication series Disciplina 659.2 Soggetti Corporate image Crisis management **Apologizing** Corporations - Public relations **Business communication** Electronic books. Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali Description based upon print version of record. Nota di bibliografia Includes bibliographical references (p. 219-240) and indexes. Contents; Preface; About the Author/About the Contributor; 1 Nota di contenuto Introduction; 2 Apologia, Social Drama, and Public Ritual; 3 Legality and Liability; 4 Apologetic Ethics; 5 Apologia and Individuals: Politicians, Sports Figures, and Media Celebrities; 6 Apologia and Organizations: Retail, Manufacturing, and Not-for-Profits; 7 Institutional Apologies: Institutional, Religious, and Governmental; 8 Conclusions: Corporate Apologia, Ideology, and Ethical Responses to Criticism; References; Author Index: Subject Index Sommario/riassunto This volume examines the role of apologia and apology in response to public attack. Author Keith Michael Hearit provides an introduction to these common components of public life, and considers a diverse list of subjects, from public figures and individuals to corporations and

institutions. He explores the motivations and rationales behind

apologies, and considers the ethics and legal liabilities of these actions. Hearit provides case studies throughout the volume, with many familiar examples from recent events in the United States, as well as an international apology-making case from Japan.

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