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Nota di contenuto	Part 1: Theoretical Approaches to and Socio-Cultural Perspectives in Crisis Communication Cornelius B. Pratt Part 2: The Phases of Crisis Communication Amiso M. George Part 3: Case Studies Africa Egypt Social Media Stoke a Political Revolution in Egypt Olugbenga C. Ayeni Kenya Wooing Tourists Back After A Civil Strife: The Kenyan Example Bitrus P. Gwamna Nigeria Crisis in Nigeria's Banking and Financial Industry: Government Actions Reassure Skittish, Jittery Publics Wole Adamolekun Kunle Ogedengbe and Cornelius B. Pratt South Africa Hotspot: South Durban Basin, South Africa-The ENGEN Oil Refinery Explosion Chris Skinner Asia China China's Sanlu's Infant Formula Proves Fatal Weidan Cao China & France Olympic Torch Protests in France, Reactions in China: Carrefour Learns About International Crises W. Timothy Coombs India Corporate Fraud in India: Satyam in the Spotlight Monika Vij Japan (Disaster) A Triple Disaster in One Fell Swoop: Rethinking Crisis Communication in Japan After March 11 Isaac A. Blankson, Sorin Nastasia and Min Liu Japan (Toyota) Delays, Denials, Recalls and Apologies: Fixing the Dent in Toyota's Image Amiso M.

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