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Nota di contenuto	1. Understanding crises -- 2. Risk management : preparing for the worst -- 3. Crisis communication -- 4. Image restoration strategies in crisis communication -- 5. Natural crises -- 6. Biological crises -- 7. Technological crises -- 8. Confrontation crises -- 9. Crises of malevolence -- 10. Crises of mismanagement -- 11. Crises of skewed management values -- 12. Crises of deception -- 13. Crises of management misconduct -- 14. Learning from crises.