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Titolo	Risk and crisis communication : navigating the tensions between organizations and the public // edited by Robert S. Littlefield and Timothy L. Sellnow
Pubbl/distr/stampa	Lanham, Maryland : , : Lexington Books, , 2015 ©2015
ISBN	1-4985-1790-0
Descrizione fisica	1 online resource (161 pages)
Disciplina	658.4/056
Soggetti	Crisis management Public relations - Management Communication
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 at the end of each chapters and index.
Nota di contenuto	Introduction / Robert S. Littlefield -- Adding the focus on culture as a best practice / Robert S. Littlefield -- Tension of timeliness : how timing proved costly for peanut corporation of America / Shalindra Rathnasinghe & Robert S. Littlefield -- Tension of openness : an examination of menu foods organizational disclosure during the 2007 pet-food recall / Laura C. Farrell -- Tension of certainty: the mistakes of the e coli outbreak in Europe / Nigel D. Haarstad & Robert S. Littlefield -- The tension of organizational interest : China's 2008 melamine milk crisis / Tara B. Freed & Robert S. Littlefield -- Tension of taking responsibility : the failings of del bueno in the queso fresco crisis / Jessica Rick & Robert S. Littlefield -- The tension of controlling the narrative : construing and mis-construing risk messages / Elizabeth L. Petrun -- The tension of emotional connection : health literacy and the 2010 salmonella egg recall / Holly A. Roberts and Shari R. Veil -- Reflecting on the dialectal tensions in crisis communication : lessons learned and future opportunities / Timothy L. Sellnow.
Sommario/riassunto	This book applies relational dialects to risk and crisis communication in order to explain how agencies and organizations navigate tensions with stakeholders and the public during high-stress situations. Littlefield

and Sellnow's novel use of this interpersonal theory, which conceptually describes how couples negotiate tensions as they maintain their relationship, is exemplified through seven case studies that each focus on one common tension.

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