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Nota di contenuto	Cover Page; PREFACE; INTRODUCTION; PART ONE: Crisis Types, Symptoms, and Causes; Models and Theories Associated with Crisis Management; Crisis Management Planning; Leadership Under Stress; Case Study 1: JetBlue Valentine's Day Crisis (2007); Case Study 2: West Africa Ebola Outbreak (2014); Case Study 3: Maple Leaf Listeriosis (2008); The Art of Decision-Making; Case Study 4: Susan G. Komen for the Cure (2012); Case Study 5: Lego and Shell vs. Greenpeace; Preparation and Predictability; Case Study 6: Tesco; Case Study 7: How Sweden Survived the 2008 Financial Crisis Case Study 8: How India Survived 2008Social Media and Crisis Communication; Case Study 9: The Costa Concordia Disaster (2012); Pressure Groups and Public Participation; Case Study 10: Pink Slime Crisis (2012); Do Ethics Matter?; Case Study 11: Egyptian Crisis (2013); Case Study 12: BP Oil Spill (2010); Organizational Culture as a Source of Crisis; Case Study 13: J.C. Penney Hiring an Outsider CEO (2012); Case Study 14: The BBC-Jimmy Savile Sexual Abuse Case (2012); Crisis as an Opportunity; Case Study 15: The Norway Terrorist Attacks (2011); Business Recovery and Continuity Case Study 16: Germany Recovered from the 2008 Financial CrisisPART TWO: Miscellaneous Crisis Case Studies; Case Study 17: Refugees in the EU 2015 Crisis; Case Study 18: The Chinese Stock Market Crash (2015); Case Study 19: The Belgian Political Crisis (2007-2011); Case Study 20:

Starbucks U.K. Tax (2012); Case Study 21: Sony Pictures Cyberattack (2014); Case Study 22: FIFA Corruption Crisis (2014); Case Study 23: Iraqi Failure in Crisis Management; Case Study 24: JPMorgan Chase Financial Crisis (2013); Case Study 25: Southwest Airlines (2013); Case Study 26: Asiana Airlines Crisis (2013) Case Study 27: Tesla Motors Crisis (2013) Case Study 28: The Fall of Lehman Brothers; Case Study 29: Siemens China (2012); Case Study 30: Toyota Recall 2010; Conclusion: Lessons Learned from Crisis Management; REFERENCES
