

1. Record Nr.	UNINA9910809901203321
Titolo	Responding to crisis : a rhetorical approach to crisis communication // edited by Dan Pyle Millar, Robert L. Heath
Pubbl/distr/stampa	Mahwah, N.J., : Lawrence Erlbaum, 2004
ISBN	0-8058-4060-5 1-135-64024-6 1-283-29387-0 9786613293879 1-4106-0949-9
Edizione	[1st ed.]
Descrizione fisica	1 online resource (388 p.)
Collana	LEA's communication series
Altri autori (Persone)	MillarDan Pyle <1938-> HeathRobert L <1941-> (Robert Lawrence)
Disciplina	658.4/056
Soggetti	Crisis management Communication in management Organizational change
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 and indexes.
Nota di contenuto	pt. 1. Crisis preparation : planning for the inevitable -- pt. 2. Crisis response : the time to speak -- pt. 3. After the dance is over : postcrisis response.
Sommario/riassunto	In recent years, researchers and practitioners have explored the nature, theory, and best practices that are required for effective and ethical crisis preparation and response. The consequences of being unprepared to respond quickly, appropriately, and ethically to a crisis are dramatic and well documented. For this reason, crisis consulting and the development of crisis response plans and protocols have become more than a cottage industry. Taking a rhetorical view of crisis events and utterances, this book is devoted to adding new insights to the discussion, and to describing a