

Handbook of Risk and Crisis Communication



Edited by
Robert L. Heath • H. Dan O'Hair

Handbook Of Risk And Crisis Communication Routledge Communication Series

Brendan G. Carr



Handbook Of Risk And Crisis Communication Routledge Communication Series:

Handbook of Risk and Crisis Communication Robert Lawrence Heath, Robert L. Heath, Dan O'Hair, 2009 This handbook features a line of analysis that connects crisis risk and public policy issues into a coherent fabric Each chapter represents the best available research in these areas with insightful notions of where current research and best practices should move in the future

Communicating in Risk, Crisis, and High Stress Situations: Evidence-Based Strategies and Practice Vincent T. Covello, 2021-12-10 COMMUNICATING IN RISK CRISIS AND HIGH STRESS SITUATIONS LEARN THE UNIFYING PRINCIPLES BEHIND RISK CRISIS AND HIGH STRESS COMMUNICATION WITH THIS STATE OF THE ART REFERENCE WRITTEN BY A MAJOR LEADER IN THE FIELD Communicating in Risk Crisis and High Stress Situations Evidence Based Strategies and Practice is about communicating with people in the most challenging circumstances high stress situations characterized by high risks and high stakes The ability to communicate effectively in a high stress situation is an essential communication competency for managers engineers scientists and professionals in every field who can be thrust into demanding situations complicated by stress Whether you are confronting an external crisis an internal emergency or leading organizational change this book was written for you Communicating in Risk Crisis and High Stress Situations brings together in one resource proven scientific research with practical hands on guidance from a world leader in the field The book covers such critical topics as trust stakeholder engagement misinformation messaging and audience perceptions in the context of stress This book is uniquely readable thorough and useful thanks to features that include Evidence based theories and concepts that underlie and guide practice Tools and guidelines for practical and effective planning and application Experience based advice for facing challenges posed by mainstream and social media Provocative case studies that bring home the key principles and strategies Illuminating case diaries that use the author's breadth and depth of experience to create extraordinary learning opportunities The book is a necessity for managers engineers scientists and others who must communicate difficult technical concepts to a concerned public It also belongs on the bookshelves of leaders and communicators in public and private sector organizations looking for a one stop reference and evidence based practical guide for communicating effectively in emotionally charged situations Written by a highly successful academic consultant and trainer the book is also designed as a resource for training and education

The Handbook of Crisis Communication W. Timothy Coombs, Sherry J. Holladay, 2022-11-14 The revised and updated new edition of the comprehensive guide to crisis communication research and practice The Handbook of Crisis Communication provides students researchers and practitioners with a timely and authoritative overview of the dynamic field Contributions by an international team of 50 leading scholars and practitioners demonstrate various methodological approaches examine how crisis communication is applied in a range of specific contexts discuss the role of culture and technology in crisis communication and present original research of relevance to the development and evaluation of crisis communication theory

Now in its second edition the Handbook covers the latest advances in global crisis communication technology current trends in research and practice social media in crisis communication and more Each of the 38 chapters incorporate new material offering fresh insights into existing areas of crisis communication and explore new and emerging lines of research A wealth of new case studies practical scenarios and in depth analyses of recent crises are integrated throughout Examines traditional applications recent advances and emerging areas in crisis communication Discusses communication approaches for organizational crises disasters political crises and public health crises Provides up to date coverage of the latest terminology methods and research trends in the field Highlights how crisis communication theory and research can inform real world practice Features detailed analyses of crisis communication in major events such as terrorist attacks natural disasters industrial accidents and global pandemics The Handbook of Crisis Communication Second Edition is an excellent textbook for advanced students in public relations and strategic communication programs and a valuable reference for researchers and practitioners in fields such as crisis communication public relations and corporate communication

Risk Communication Regina E. Lundgren, Andrea H. McMakin, 2018-06-29 THE ESSENTIAL HANDBOOK FOR EFFECTIVELY COMMUNICATING ENVIRONMENTAL SAFETY AND HEALTH RISKS FULLY REVISED AND UPDATED Now in its sixth edition Risk Communication has proven to be a valuable resource for people who are tasked with the responsibility of understanding how to apply the most current approaches to care consensus and crisis communication The sixth edition updates the text with fresh and illustrative examples lessons learned and recent research as well as provides advice and guidelines for communicating risk information in the United States and other countries The authors help readers understand the basic theories and practices of risk communication and explain how to plan an effective strategy and put it into action The book also contains information on evaluating risk communication efforts and explores how to communicate risk during and after an emergency Risk Communication brings together in one resource proven scientific research with practical hands on guidance from practitioners with over 30 years of experience in the field This important guide Provides new examples of communication plans in government and industry use of social media dealing with fake news and new digital tools for stakeholder involvement and crisis communications Contains a new chapter on partnerships which covers topics such as assigning roles and expectations ending partnerships and more Presents real world case studies with key lessons all risk communicators can apply Written for engineers scientists professors and students land use planners public health practitioners communication specialists consultants and regulators the revised sixth edition of Risk Communication is the must have guide for those who communicate risks

Public Relations Theory Brigitta R. Brunner, 2019-05-07 The comprehensive guide to applied PR theory in the 21st century Public Relations Theory explores the central principles and theoretical components of public relations and their practical applications in actual situations This informative text helps readers to understand the concepts approaches and perspectives of PR theory and learn development methods

implementation strategies management techniques and more Chapters written by recognized experts on each topic provide readers with knowledge on how when and why appropriate theories are applied Focusing on how organizations and individuals integrate theory in a public relations framework each chapter explains one function explores its potential challenges and opportunities provides an example of the function in practice and offers discussion questions and additional reading suggestions Unique in structure this text arranges chapters by function rather than theory allowing readers to see how multiple theories can be applied to each public relations function and how theories can be used in different professional settings Comprehensive treatment of topics including social and emerging media globalization public diplomacy corporate and investor relations and others ensures relevant and timely coverage of contemporary PR issues Demonstrates how public relations theory is applied in real world practice Illustrates how successfully applied public relations theories lead to positive outcomes Discusses the relevance of public relations with accessible and engaging language Offers multiple perspectives from leading international public relations scholars Includes pedagogical tools including chapter discussion questions practical examples tables and suggested reading lists Public Relations Theory Application and Understanding is suitable for instructors and graduate and advanced undergraduate students in courses on public relations theory as well as practitioners seeking further knowledge on the most current developments in the field

The COVID-19 Pandemic and Risks in East Asia Nobuto Yamamoto, 2022-11-29 Using risk as a conceptual lens this book analyzes how communities across East Asia responded to the disruption unleashed by the COVID 19 pandemic The contributors to this book look at how governments societies and individuals have perceived experienced dealt with and interpreted the pandemic and the transformations it has brought across countries like Japan South Korea Taiwan Vietnam and the Philippines They examine pressing concerns such as infodemic digital health literacy media cynicism telework and digital inequalities in conjunction with issues such as public trust identity formation nationalism and social fragmentation They look at a wide range of questions relating to communication mediation and reactions to the challenges of the pandemic An insightful resource for scholars of risk studies and of East Asian societies the book is also a valuable reference for students and researchers of media and communication studies and sociology

Identity and Intercultural Communication Nicoleta Corbu, Dana Popescu-Jourdy, Tudor Vlad, 2014-10-21 The search for identity is a continuous challenge in the global world from personal identity to social national European or professional identities each person experiences nowadays a multi dimensional self representation Placing the topic against an intercultural background with a focus on communication this book addresses the complicated relationship between self identity and society from an academic perspective The authors of the chapters in this book offer a complex landscape of professional and scholar approaches and research in various parts of the world including Canada China Estonia France Greece Israel Romania and the United States of America

Communicating Risk and Safety Timothy L. Sellnow, Deanna D. Sellnow, 2023-12-31 The world is wrought with risks that may harm people and cost lives The news is

riddled with reports of natural disasters wildfires floods earthquakes hurricanes industrial disasters chemical spills water and air pollution and health pandemics e g SARS H1NI COVID19 Effective risk communication is critical to mitigating harms The body of research in this handbook reveals the challenges of communicating such messages affirms the need for dialogue embraces the role of instruction in proactively communicating risk acknowledges the function of competing risk messages investigates the growing influence of new media and constantly reconsiders the ethical imperative for communicating recommendations for enhanced safety

Risk, Reliability and Safety: Innovating Theory and Practice Lesley Walls, Matthew Revie, Tim Bedford, 2016-11-25 The safe and reliable performance of many systems with which we interact daily has been achieved through the analysis and management of risk From complex infrastructures to consumer durables from engineering systems and technologies used in transportation health energy chemical oil gas aerospace maritime defence and other sectors the management of risk during design manufacture operation and decommissioning is vital Methods and models to support risk informed decision making are well established but are continually challenged by technology innovations increasing interdependencies and changes in societal expectations Risk Reliability and Safety contains papers describing innovations in theory and practice contributed to the scientific programme of the European Safety and Reliability conference ESREL 2016 held at the University of Strathclyde in Glasgow Scotland 25-29 September 2016 Authors include scientists academics practitioners regulators and other key individuals with expertise and experience relevant to specific areas Papers include domain specific applications as well as general modelling methods Papers cover evaluation of contemporary solutions exploration of future challenges and exposition of concepts methods and processes Topics include human factors occupational health and safety dynamic and systems reliability modelling maintenance optimisation uncertainty analysis resilience assessment risk and crisis management

Initiation of Educators into Educational Management Secrets Christos Saitis, Anna Saiti, 2017-08-18 This book provides a comprehensive method for learning modern management processes and applying those methods to improve leadership in educational settings The authors include case studies and techniques to solve a variety of managerial problems so that members of the educational community may improve their abilities and skills in a range of related disciplines including strategic planning effective decision making time management management conflict strategies oral communication management strategies for school crises and the development of good relations and a cooperative spirit

Culture, Social Class, and Race in Public Relations Damion Waymer, 2012-09-27 Culture Race and Class Based Perspectives in Public Relations edited by Damion Waymer covers timely and understudied topics in the field of public relations PR Via research case analysis and theoretical discussion the contributors to this volume explore the ways that scholars can address issues of voice or the lack thereof that marginalized publics have encountered in the past or are currently encountering in regard to matters of culture race and class A central question this book asks is what role can and does a greater understanding of culture race and class play in helping scholars teachers students and practitioners to aid in

society becoming a better place to live and work Culture as well as other divisive social constructs such as race and class must be unpacked problematized and considered carefully before the fully functioning vision of society can be deemed possible Some topics included are the Black Panther Party and Native American Activist rhetorical PR risk equity critical race theory and pedagogical approaches to teaching culture race and class This edited volume serves an important early step by scholars via the context of public relations in this process of advocating social justice as well as organizations role in helping society achieve these ends

Principles of Risk Analysis Charles Yoe, 2019-01-30 In every decision problem there are things we know and things we do not know Risk analysis science uses the best available evidence to assess what we know while it is carefully intentional in the way it addresses the importance of the things we do not know in the evaluation of decision choices and decision outcomes The field of risk analysis science continues to expand and grow and the second edition of Principles of Risk Analysis Decision Making Under Uncertainty responds to this evolution with several significant changes The language has been updated and expanded throughout the text and the book features several new areas of expansion including five new chapters The book's simple and straightforward style based on the author's decades of experience as a risk analyst trainer and educator strips away the mysterious aura that often accompanies risk analysis Features Details the tasks of risk management risk assessment and risk communication in a straightforward conceptual manner Provides sufficient detail to empower professionals in any discipline to become risk practitioners Expands the risk management emphasis with a new chapter to serve private industry and a growing public sector interest in the growing practice of enterprise risk management Describes dozens of quantitative and qualitative risk assessment tools in a new chapter Practical guidance and ideas for using risk science to improve decisions and their outcomes is found in a new chapter on decision making under uncertainty Practical methods for helping risk professionals to tell their risk story are the focus of a new chapter Features an expanded set of examples of the risk process that demonstrate the growing applications of risk analysis As before this book continues to appeal to professionals who want to learn and apply risk science in their own professions as well as students preparing for professional careers This book remains a discipline free guide to the principles of risk analysis that is accessible to all interested practitioners Files used in the creation of this book and additional exercises as well as a free student version of Palisade Corporation's Decision Tools Suite software are available with the purchase of this book A less detailed introduction to the risk analysis science tasks of risk management risk assessment and risk communication is found in Primer of Risk Analysis Decision Making Under Uncertainty Second Edition ISBN 978 1 138 31228 9

Primer on Risk Analysis Charles Yoe, 2019-01-18 Primer on Risk Analysis Decision Making Under Uncertainty Second Edition lays out the tasks of risk analysis in a straightforward conceptual manner tackling the question What is risk analysis Distilling the common principles of many risk dialects into serviceable definitions it provides a foundation for the practice of risk management and decision making under uncertainty for professionals from all disciplines New in this edition

is an expanded risk management emphasis that includes an overview chapter on enterprise risk management and a chapter on decision making under uncertainty designed to help decision makers use the results of risk analysis in practical ways to improve decisions and their outcomes This book will empower you to enter the world of risk management in your own domain of expertise by providing you with practical insightful useful and adaptable knowledge of risk analysis science including risk management risk assessment and risk communication Features Answers the fundamental question What is Risk Analysis Presents the tasks of risk management risk assessment and risk communication in a straightforward conceptual manner Responds to the continuing evolution of risk science and addresses the language of risk as it continues to evolve Expands the risk management emphasis with a new chapter to serve private industry and a growing public sector interest in the growing practice of enterprise risk management Includes a new chapter on decision making under uncertainty provides practical guidance and ideas for using risk science to improve decisions and their outcomes Features an expanded set of examples of the risk process that demonstrate the growing applications of risk analysis This book is suitable for executives professionals and students who seek a fundamental understanding of risk management risk assessment and risk communication A more detailed examination of this topic suitable for practitioners from any discipline as well as students and professionals who aspire to become experts in the practice of risk analysis science is found in *Principles of Risk Analysis Decision Making Under Uncertainty* Second Edition ISBN 978 1 138 47820 6 *Encyclopedia of Public Relations* Robert L. Heath, 2013-08-20 When initially published in 2005 the two volume *Encyclopedia of Public Relations* was the first and most authoritative compilation of the subject It remains the sole reference source for any library serving patrons in business communication and journalism as it explores the evolution of the field with examples describing the events changing practices and key figures who developed and expanded the profession Reader s Guide topics include Crisis Communications Management Cyberspace Ethics Global Public Relations Groups History Jargon Management Media News Organizations Relations Reports Research and Theories Models Led by renowned editor Robert L Heath with advisory editors and contributors from around the world the set is designed to reach a wide array of student readers who will go on to serve as opinion leaders for improving the image and ethics of the practice The Second Edition continues to explore key challenges facing the profession such as earning the trust and respect of critics and the general public Much greater emphasis and space will be placed on a theme that was just emerging when the First Edition appeared the Internet and social media as public relations tools International coverage and representation has been greatly expanded as well Finally biographies which are now widely available on the Web have been deleted to give room to areas of enhanced coverage and biographical material are included where appropriate within the context of topical entries However a long entry on women pioneers in public relations has been included as an appendix **A Stakeholder Approach to Corporate Social Responsibility** Dr François Maon, Dr Philip Kotler, Professor Adam Lindgreen, Professor Joëlle Vanhamme, 2012-08-01 Corporate social responsibility has grown into a

global phenomenon that encompasses businesses consumers governments and civil society and many organizations have adopted its discourse Yet corporate social responsibility remains an uncertain and poorly defined ambition with few absolutes First the issues that organizations must address can easily be interpreted to include virtually everyone and everything Second with their unique often particular characteristics different stakeholder groups tend to focus only on specific issues that they believe are the most appropriate and relevant in organizations corporate social responsibility programs Thus beliefs about what constitutes a socially responsible and sustainable organization depend on the perspective of the stakeholder Third in any organization the beliefs of organizational members about their organization s social responsibilities vary according to their function and department as well as their own managerial fields of knowledge A Stakeholder Approach to Corporate Social Responsibility provides a comprehensive collection of cutting edge theories and research that can lead to a more multifaceted understanding of corporate social responsibility in its various forms the pressures and conflicts that result from these different understandings and some potential solutions for reconciling them

Risk and Cognition Jean-Marc Mercantini, Colette Faucher, 2015-01-07 This book presents recent research using cognitive science to apprehend risk situations and elaborate new organizations new systems and new methodological tools in response The book demonstrates the reasons advantages and implications of the association of the concepts of cognition and risk It is shown that this association has strong consequences on how to apprehend critical situations that emerge within various activity domains and how to elaborate responses to these critical situations The following topics are covered by the book Influence of the culture in risk management Influence of the risk communication in risk management User centred design to improve risk situation management Designing new tools to assist risk situation management Risk prevention in industrial activities

Geoethics G. Di Capua, P.T. Bobrowsky, S.W. Kieffer, C. Palinkas, 2021-06-08 This is the second volume focused on geoethics published by the Geological Society of London This is a significant step forward in which authors address the maturation of geoethics The field of geoethics is now ready to be introduced outside the geoscience community as a logical platform for global ethics that addresses anthropogenic changes Geoethics has a distinction in the geoscientific community for discussing ethical social and cultural implications of geoscience knowledge research practice education and communication This provides a common ground for confronting ideas experiences and proposals on how geosciences can supply additional service to society in order to improve the way humans interact responsibly with the Earth system This book provides new messages to geoscientists social scientists intellectuals law and decision makers and laypeople Motivations and actions for facing global anthropogenic changes and their intense impacts on the planet need to be governed by an ethical framework capable of merging a solid conceptual structure with pragmatic approaches based on geoscientific knowledge This philosophy defines geoethics

A History of Risk Science Terje Aven, 2025-08-15 Risk has been handled as long as there have been humans on Earth However the risk field is a young discipline systematic attempts to access and handle risk explicitly conceptualizing and

expressing risk in society are a recent endeavour This book presents a history of risk science and risk analysis highlighting concepts and principles for understanding assessing communicating managing and governing risk The author presents and discusses key contributions to risk science using a historical lens and from the perspective of a risk scientist The book strengthens our understanding of what risk science is and how it has evolved by exploring fundamental topics such as risk characterization risk perception risk communication risk handling and decision making and concludes with reflection on the future of risk science and in particular what we can learn from its history A History of Risk Science will be essential reading for risk researchers and graduate students as well as scholars from associated fields applying risk related analysis to their work

Communicating Science in Times of Crisis H. Dan O'Hair, Mary John O'Hair, 2021-07-06 Learn more about how people communicate during crises with this insightful collection of resources In Communicating Science in Times of Crisis COVID 19 Pandemic distinguished academics and editors H Dan O Hair and Mary John O Hair have delivered an insightful collection of resources designed to shed light on the implications of attempting to communicate science to the public in times of crisis Using the recent and ongoing coronavirus outbreak as a case study the authors explain how to balance scientific findings with social and cultural issues the ability of media to facilitate science and mitigate the impact of adverse events and the ethical repercussions of communication during unpredictable ongoing events The first volume in a set of two Communicating Science in Times of Crisis COVID 19 Pandemic isolates a particular issue or concern in each chapter and exposes the difficult choices and processes facing communicators in times of crisis or upheaval The book connects scientific issues with public policy and creates a coherent fabric across several communication studies and disciplines The subjects addressed include A detailed background discussion of historical medical crises and how they were handled by the scientific and political communities of the time Cognitive and emotional responses to communications during a crisis Social media communication during a crisis and the use of social media by authority figures during crises Communications about health care related subjects Data strategies undertaken by people in authority during the coronavirus crisis Perfect for communication scholars and researchers who focus on media and communication Communicating Science in Times of Crisis COVID 19 Pandemic also has a place on the bookshelves of those who specialize in particular aspects of the contexts raised in each of the chapters social media communication public policy and health care

Examining Disaster Risk Reduction in Indonesia Deny Hidayati, Yanu Endar Prasetyo, Jonatan Lassa, Syarifah Aini Dalimunthe, 2025-07-29 This book offers a critical examination of the global diffusion and local reception of disaster risk reduction DRR programs through the lens of Indonesia s unique challenges and successes This book critically examines the global diffusion and local reception of risk by implementing Indonesia s disaster risk reduction DRR programs Global efforts to strengthen local disaster resilience capacities have become a staple of international development in recent decades Yet the successful implementation of DRR projects designed to enhance local resilience remains vague There are pockets of success in the post 2018 Central Sulawesi

Earthquake but a gap nevertheless remains between global expectations and local realities Through a critical realist study of global and local worldviews of risk in Indonesia this book argues that the global advocacy of DRR remains inadequate because of a failure to prioritize person orientated ethics in its conceptualization of disaster resilience Much of the research and policies on DRR have used social science methods only to complement the technological improvement approach offered in reducing disaster risk especially in the Global South This book invites readers to revisit disaster as a social problem and as a social construct This book emphasizes the importance of social science disciplines to answer extensive topics on DRR from empirical theoretical and philosophical approaches to provide a critical arena and generate dialogue around a people centered approach to DRR Vis vis regional comparison the authors provide a valuable lens to understand the underlying social structures that make resilience possible and unpack the extent to which local governments communities and persons interpret and modify their behavior on risk when faced with the global message on understanding a systemic situation This book is an essential resource for researchers professionals and students in areas of resilience risk management development studies and area studies It provides fresh perspectives and fostering dialogue on DRR in the Global South

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