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Synopsis. In today's volatile work environment,

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Avoiding disaster is more important than ever. "Crisis Management" will help managers identify, manage, and prevent potential crises. Full of tips and tools on how to prepare an emergency list and how to utilize pre-crisis resources, this book will show managers how to shepherd their team from crisis to success.

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Crisis Management helps managers identify, manage, and prevent potential crises. Full of tips and tools on how to prepare an emergency list and how to utilize precrisis resources, this book shows managers how to shepherd their teams from crisis to success. The Harvard Business Essentials series is designed to provide comprehensive advice, personal coaching, background information, and guidance on the most relevant topics in business.

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emphasizes the importance of communication in the process of managing disasters hence communication plays a paramount role starting with the Crisis Management Mastering The Skills To Prevent

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Students can learn to differentiate between the

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various phases of crisis and disaster management and be encouraged to critically reflect and appraise alternative approaches to managing crises and disasters. The programme will also look to develop knowledge and skills in risks appraisal, operations management, and crisis communication.

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'Crisis Management' offers advice on how managers can identify, manage & prevent potential crises. It

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includes tips & tools on how to prepare an emergency list & how to utilize pre-crisis resources.

Offering a strategic orientation to crisis management, this fully updated edition of *Crisis Management: Leading in the New Strategy Landscape, Second Edition* by William "Rick" Crandall, John A. Parnell, and John E. Spillan helps readers understand the importance of planning for crises within the wider framework of an organization's regular strategic management process. This strikingly engaging and easy-to-follow text focuses on a four-stage crisis

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management framework. 1) Landscape Survey: identifying potential crisis vulnerabilities, 2) Strategic Planning: organizing the crisis management team and writing the plan, 3) Crisis Management: addressing the crisis when it occurs, and 4) Organizational Learning: applying lessons from crises so they will be prevented or mitigated in the future.

Lead your Organization through any business crisis—and emerge stronger than ever Manager's Guide to Crisis Management provides the basic skills and knowledge you need to deal with the crises that inevitably occur in any business or organization. Covering every aspect of the topic—from defining

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Crisis management and policies to training for and responding to crises—it helps you fully grasp any situation that threatens business, careers, and even lives. Lead through any crisis smoothly and with minimal ramifications by mastering the most effective tactics, including: Planning for and training staff in crisis management Anticipating and preventing crises before they occur Managing the company's online reputation Addressing crises that affect multicultural stakeholders Creating effective crisis-related messaging Knowing when to bring in a specialist About the Briefcase Books series: Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide

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Managers Step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Key Terms: Clear definitions of key terms and concepts Smart Managing: Tactics and strategies for managing crises Tricks of the Trade: Tips for executing the tactics in the book Mistake Proofing: Practical advice for minimizing the possibility of error Caution: Warning signs for when things are about to go wrong For Example: Examples of successful crisis management Tools: Specific planning procedures, tactics, and hands-on techniques

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Accessible Format From the preeminent thinkers whose work has defined an entire field to the rising stars who will redefine the way we think about business, The Harvard Business Review Paperback Series delivers the fundamental information today's professionals need to stay competitive in a fast-moving world. In the rapidly changing world of business, close calls and near misses are not uncommon. Obtaining the managerial skills and tools to effectively manage or avoid these crises is critical to the survival and success of your organization. Harvard Business Review on Crisis Management highlights leading ideas on how to deal with difficult situations, crises, and other sensitive topics in a

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One of the first books of its kind in the subject area, this groundbreaking text brings together seminal papers in the area of crisis management and organizational theory. Covering this important field from both a theoretical and practical perspective, it features key readings from Karl Weick, Charles Perrow and many other luminaries of the field. Divided into four main sections it covers: understanding crisis management modelling the crisis management process the cultural and psychological dynamics of risk and crisis management crisis management in

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Harvard Business Essentials practice. Comprehensive and thought provoking, the collected readings review the approaches and limitations of crisis management processes and their cultural and psychological dynamics. Featuring expert editorial commentary on all the key readings, this is an essential and illuminating text that crosses disciplines and covers the diversity within crisis management. As such, it is an invaluable introduction for students.

Publisher Fact Sheet Shows executives & managers how to overcome an "it can't happen to us mentality" & prepare for crises, both large & small, before they happen.

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In today's volatile work environment, avoiding disaster is more important than ever. Crisis Management helps managers identify, manage, and prevent potential crises. Full of tips and tools on how to prepare an emergency list and how to utilize precrisis resources, this book shows managers how to shepherd their teams from crisis to success. The Harvard Business Essentials series is designed to provide comprehensive advice, personal coaching, background information, and guidance on the most relevant topics in business. Drawing on rich content from Harvard Business School Publishing and other sources, these concise guides are carefully crafted to

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provide a highly practical resource for readers with all levels of experience and are especially valuable for the new manager. To assure quality and accuracy, a specialized content adviser from a world-class business school closely reviews each volume. Whether you are a new manager seeking to expand your skills or a seasoned professional looking to broaden your knowledge base, these solution-oriented books put reliable answers at your fingertips.

Businesses and governments worldwide are increasingly being disrupted by more frequent natural disasters, mounting workforce violence, and skyrocketing cyber attacks. It's increasingly a

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question of "when" - not "if" - they will face such a crisis. This book tells you how to prepare - step-by-step. The good news is that costs of being prepared are minuscule compared to the staggering hits organizations are increasingly taking. This book gets into the nitty-gritty of preparing for such crises - from building senior management support and involvement . . . to training top-flight crisis management teams. Specifically, it tells business continuity and crisis management professionals how to get their organizations into a constant state of readiness. That's crucial since, of course, organizations don't know the precise nature of the crisis in advance (timing, location, or impact). Think in terms of "instant-

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on." And, they have to have a wide range of contingencies to deal with whatever they may face. Regina Phelps tells you exactly how to do all of that step-by-step . . . and how to build support up and down the organization to make it happen.

Crisis, Issues and Reputation Management defines reputation, explores how to value it and provides practical guidelines for effective reputation management, including how to approach issues of Corporate Social Responsibility. Practical and accessible, it outlines a comprehensive approach to managing situations that may turn into crises and handling crises once they occur. Featuring a wide

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Harvard Business Essentials range of international case studies of brands who have had to respond to a variety of crises including Nestle, Unilever, General Electric, McDonald's, Coca-cola, Cadbury, Tesco, Pan Am, RBS and more, Crisis, Issues and Reputation Management demonstrates how organizations have to understand and respond rapidly to shifting public values, rising expectations, demands for public consultation and increasingly intrusive news media. As such, it provides a new and broader perspective on the topic for new and seasoned practitioners alike.

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