



Crisis Communications: A Casebook Approach (Routledge Communication Series)

Kathleen Fearn-Banks

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Crisis Communications: A Casebook Approach presents case studies of organizational, corporate, and individual crises, and analyzes the communication responses to these situations. Demonstrating how professionals prepare for and respond to crises, as well as how they develop communications plans, this essential text explores crucial issues concerning communication with the news media, employees, and consumers in times of crisis.

Author Kathleen Fearn-Banks examines the steps of choosing the appropriate words to convey a message, selecting the method and channels for delivering the message, and identifying and targeting the most appropriate publics or audiences. She also addresses such important topics as avoiding potential mismanagement of communication in crisis situations.

Key features of this fourth edition are:

- six new cases, including several international crises
- current discussion of communications technology as it relates to crises
- a Companion Website -- www.routledge.com/textbooks/fearn-banks -- with additional cases as well as supplemental materials for students and classroom resources for instructors.

A Student Workbook is also available for use with this volume, providing additional pedagogy for each chapter, including discussion questions, activities, key terms, case exercises, and worksheets.

Utilizing both classic and contemporary cases of real-world situations, *Crisis Communications* provides students in public relations and business with real-world perspectives and valuable insights for professional responses to crises. It is intended for use in crisis communications, crisis management, and PR case studies courses.

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