

The increasing role of public relations as a crisis management function: An empirical examination of communication restrategising efforts among destination organisation managers in the wake of 11th September, 2001

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ABSTRACT

KEYWORDS: crisis management, public relations, situational theory, crisis communication, strategic communication

The 11th September terrorist attacks on the USA have greatly impacted on the tourism industry, causing managers to restrategise their communication programmes. This national investigation illustrates the increasing role of public relations as a crisis management function. The study sought to determine if public relations activities are increasing and advertising activities are decreasing among tourism managers in the wake of 9/11. Examined within a crisis communication framework, the situational theory developed by Grunig served as the theoretical underpinning for the study. In particular, the study examines how managers are

being restructured, primary publics are being refocused and communication tactics (channels) are being retooled among convention and visitors' bureau (CVB) managers (destination organisation managers). Employing a web-based survey to randomly selected CVB communication managers throughout the USA, findings indicate that since the attacks use of public relations tactics for promotional purposes has increased while use of advertising tactics has decreased. Additionally, more than one-quarter of the tourism managers have redirected their primary public focus and nearly half have redesigned their promotional messages to support revamped organisational objectives.

INTRODUCTION

The four functions of management (planning, leading, organising, and controlling) are definitively cited throughout the business and management literature. But throughout the past decade much of this literature has begun including 'communicating' as a fifth management function. The rationale behind this addition is solid. Communication is one of the key components in the strategic planning process. Combined, strategic planning and communication form 'strategic communication', which has earned a highly re-

Practice Of Public Relations 11th Edition

**Albert A. Anani-Bossman, Takalani E.
Mudzanani, Cornelius B. Pratt, Isaac A.
Blankson**

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The Practice of Public Relations Fraser P. Seitel, 2011 For undergraduate Introduction to Public Relations courses Pairing Fraser Seitel's unique humorous voice with the most up to date case studies interviews news photos and other techniques the Practice of Public Relations is truly an in your face Public Relations textbook The 11th edition continues the theme of giving students the knowledge and skills they need to know to be successful in today's world of public relations including heavy emphasis on social media and ethics

Public Relations Dennis L. Wilcox, 2003 Using real life case studies Public Relations Strategies and Tactics helps students better understand the basic concepts strategies and tactics practiced in public relations today The text presents an engaging and comprehensive overview of the principles concepts and methods of public relations Its systematic approach combines fundamental concepts with numerous real life case studies helping students relate theory to actual practice Special emphasis is given to ethics international public relations and technology's growing impact on the field Comprehensive and up to date this best seller shows how public relations plays a vital role in today's global economy and the public discussion of contemporary issues

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

Becoming a Public Relations Writer Ronald D. Smith, 2012-05-23 Becoming a Public Relations Writer is a comprehensive guide to the writing process for public relations practice Using straightforward no nonsense language realistic examples easy to follow steps and practical exercises this text introduces the various formats and styles of writing you will encounter as a public relations practitioner A focus on ethical and legal issues is woven throughout with examples and exercises addressing public relations as practiced by corporations non profit

agencies and other types of organizations both large and small In addition the book offers the most comprehensive list of public relations writing formats to be found anywhere from the standard news release to electronic mail and other opportunities using a variety of technologies and media The fourth edition has been updated to reflect significant developments in the public relations field including New chapter on multimedia and social media releases New chapter on websites blogs and wikis Expansion of the chapter on direct mail and online appeals Updated examples of actual pieces of public relations writing A companion website including writing exercises PowerPoint presentations and relevant links Through its comprehensive and accessible approach *Becoming a Public Relations Writer* is an invaluable resource for future and current public relations practitioners

Public Relations: The Basics Ron Smith, 2013-08-15 *Public Relations The Basics* is a highly readable introduction to one of the most exciting and fast paced media industries Both the practice and profession of public relations are explored and the focus is on those issues which will be most relevant to those new to the field The four key phases of public relations campaigns research strategy tactics and evaluation History and evolution of public relations Basic concepts of the profession ethics professionalism and theoretical underpinnings Contemporary international case studies are woven throughout the text ensuring that the book is relevant to a global audience It also features a glossary and an appendix on first steps towards a career in public relations making this the book the ideal starting point for anyone new to the study of public relations

The Public Relations of Everything Robert E. Brown, 2014-10-30 The public relations of everything takes the radical position that public relations is a profoundly different creature than a generation of its scholars and teachers have portrayed it Today it is clearly no longer limited if it ever has been to the management of communication in and between organizations Rather it has become an activity engaged in by everyone and for the most basic human reasons as an act of self creation self expression and self protection The book challenges both popular dismissals and ill informed repudiations of public relations as well as academic and classroom misconceptions In the age of digitization and social media everyone with a smart phone Twitter and Facebook accounts and the will and skill to use them is in the media The PR of everything the ubiquitousness of public relations takes a perspective that is less concerned with ideas of communication and information than with experience and drama a way of looking at public relations inside out upside down and from a micro rather than a macro level Based on a combination of the research of PR practice and critical thinking analysis of theory and founded in the author s extensive corporate experience this book will be invaluable reading for scholars and practitioners alike in Public Relations Communications and Social Media

Public Relations Writing Worktext Joseph M. Zappala, Ann R. Carden, 2010 A writing and planning resource that is suitable for public relations students and practitioners

Public Relations Dennis L. Wilcox, Glen T. Cameron, 2008-12-08 Designed to give your students the extra support they need to succeed in your classroom our Study Edition of Wilcox s *Public Relations Strategies and Tactics* offers perforated chapter practice tests at the end of the textbook that can be used as a study tool for students or as homework Containing the same

engaging and effective features that have made Public Relations Strategies and Tactics such a success the Study Edition offers an additional bonus perforated chapter quizzes Because the answers to the practice tests are not included in the Study Edition instructors can use the tests as quizzes or as extra homework Instructors can download the answer key and share it with students as they see fit Comprehensive and current Public Relations Strategies and Tactics Ninth Edition helps students better understand the basic concepts strategies and tactics practiced in public relations today Public Relations Strategies and Tactics combines numerous real life case studies with core theoretical to help students relate theory to the actual practice of public relations This comprehensive text is grounded in scholarship and includes references to landmark studies and time honored public relations techniques Written in a disarming and accessible style this edition focuses on the application of technology and encourages students to think about creative uses of new media

Fundamentals of Public Relations and Marketing Communications in Canada William Wray Carney, Leah-Ann Lymer, 2022-09-01 Experts in public relations marketing and communications have created the most comprehensive textbook specifically for Canadian students and instructors Logically organized to lead students from principles to their application and generously supplemented with examples and case studies the book features chapters on theory history law ethics research methods planning writing marketing advertising media and government relations as well as digital internal and crisis communications Chapters open with learning objectives and conclude with lists of key terms review and discussion questions activities and recommended resources Fundamentals of Public Relations and Marketing Communications in Canada will be essential in post secondary classes and will serve as a valuable reference for established professionals and international communicators working in Canada Foreword by Mike Coates Contributors Colin Babiuk Sandra L Braun Wendy Campbell John E C Cooper Marsha D Angelo Ange Frymire Fleming Mark Hunter LaVigne Danielle Lemon Allison G MacKenzie Sheridan McVean Charles Pitts David Scholz Jeff Scott Charmane Sing Amy Thurlow Carolyn Van Der Meer Ashleigh VanHouten Cynthia Wrate and Anthony R Yue Sponsor Hill Knowlton Strategies

Public Relations Management in Africa Volume 2 Albert A. Anani-Bossman, Takalani E. Mudzanani, Cornelius B. Pratt, Isaac A. Blankson, 2023-07-19 This two part volume the first of its kind examines current pedagogical modules and research directions in public relations and communication management identifying emerging issues driving the practice in Africa In comparison to its Western and Asian counterparts literature on public relations management in Africa is limited and much of it is examined through the lenses of Western philosophies and pedagogies failing to reflect Africa's socioeconomic political and cultural contexts This project aims to change that Albert Volume 2 brings together African scholars moving beyond organizational impact to share the wider theoretical and practical perspectives on the practice of public relations on the continent within its cultural global and technological milieu Through conceptual discussions and empirical analyses this volume shows how Africa is gradually coming out of the shadows of the Western world by building a body of knowledge that reflects the nature of public relations management on the continent

Chapters cover how public relations contributes to strategic management in Africa health communication and public relations management strategic management of issues as well as the implications of the fourth industrial revolution for public relations practice in Africa **The Routledge Handbook of Critical Public Relations** Jacquie L'Etang, David McKie, Nancy Snow, Jordi Xifra, 2015-08-11 Critical theory has a long history but a relatively recent intersection with public relations This ground breaking collection engages with commonalities and differences in the traditions whilst encouraging plural perspectives in the contemporary public relations field Compiled by a high profile and widely respected team of academics and bringing together other key scholars from this field and beyond this unique international collection marks a major stage in the evolution of critical public relations It will increasingly influence how critical theory informs public relations and communication The collection takes stock of the emergence of critical public relations alongside diverse theoretical traditions critiques and actions methodologies and future implications This makes it an essential reference for public relations researchers educators and students around a world that is becoming more critical in the face of growing inequality and environmental challenges The volume is also of interest to scholars in advertising branding communication consumer studies cultural studies marketing media studies political communication and sociology **MediaWriting** W. Richard Whitaker, Ronald D. Smith, Janet E. Ramsey, 2013-03-01 MediaWriting is an introductory hands on textbook for students preparing to write in the current multimedia environment Rather than just talk about the differences among the styles of print broadcast and public relations MediaWriting synthesizes and integrates them while weaving in basic principles of Internet writing and social media reporting Complete with real world examples practical writing exercises and tips and information for entering into the profession MediaWriting continues to give students the tools they need to become a successful media writer The new edition has been extensively rewritten to reflect the dynamic nature of the profession paying significant attention to how the Internet and social media have become essential communication tools for print and broadcast journalists and public relations professionals Further updates and features include Increased attention to computer assisted reporting the preparation of online copy and social media applications Two new chapters on lead writing and new new media A separate chapter focused solely on ethics Explanatory how to boxes that help students understand and retain main themes Illustrative It Happened to Me vignettes from the authors professional experiences Discussion questions and exercises at the end of every chapter Suggested readings that highlight biographies books and websites that expand the scope and definition of professionalism In addition to new multimedia elements the fourth edition s companion website features enhanced resources for both students and instructors including chapter overviews writing tips a test bank sample critiques and a sample syllabus **Intercultural Public Relations** Lan Ni, Qi Wang Schlupp, Bey-Ling Sha, 2022-02-06 This book continues the groundbreaking work begun in Intercultural Public Relations Theories for Managing Relationships and Conflicts with Strategic Publics Routledge 2018 by applying the theoretical framework of intercultural public relations to

actual practice Practical public relations contexts examined by the contributing chapter authors both scholars and practitioners include corporations government military healthcare education and activism The book covers real world situations including the training of practitioners to become more interculturally competent identifying and understanding publics or stakeholders with different cultural backgrounds and identities building and maintaining relationships with these publics stakeholders and managing conflicts with them Offering practical guidance while examining both best practices and difficult challenges this book is useful for public relations researchers practitioners and students as they explore how intercultural public relations contributes to organizational effectiveness and social change

The Munchausen Complex

Richard L. Matteoli, 2011-03 First Conquer Thyself Socialization of violence and abuse is often highly structured through the Munchausen Complex Munchausen Syndrome occurs when an individual harms themselves for attention and self glorification Munchausen Syndrome by Proxy is when an individual harms another usually under their care Attention and self glorification are achieved through their victim's subsequent medical treatment Munchausen Syndrome by Proxy is a crime with a victim Violence and abuse are often common in families passed down from one generation to the next and may be termed Transgenerational Munchausen Syndrome as these families expand and their habits are introduced into society Munchausen Syndrome in Collective Transmission occurs when such practices become an acceptable part of society often eventuating into full acculturation In this way societies attach themselves to self glorification with various explanations of justification A Mandated Report is required to be filed by health care legal social service and educational professionals who suspect child abuse as well as developers of film As socialized beings we are often unaware why we think what we think and why we do what we do Exploring beneath the surface we may discover we are not who we imagine we are Are our subtle perversions and aberrations so different from those of the ancients or other cultures we label primitive The author was under military orders not to discuss the subjects presented in this part's Mandated Report on child abuse to the social body for the last six years of his U S Navy career Censorship is strong when one questions social norms folkways and rituals that address issues of identity Internal interpersonal and professional conflicts arise

Rethinking Reputation Fraser P. Seitel, John

Doorley, 2025-06-25 Why PR is more important than advertising or marketing and how to harness its power to get new customers and protect your reputation in today's media saturated world Good public relations is no longer just icing it's a strategic imperative more important to your competitive success than even advertising or marketing This is true whether you're a century old multibillion dollar corporation or a penniless startup In *Rethinking Reputation* public relations guru Fraser Seitel and John Doorley founder of the Academy for Communication Excellence and Leadership at Johnson Johnson examine a fascinating set of case studies including the BP oil spill and the launch of CitySlips to glean the PR dos and don'ts for the new media world covering both standard reputation maintenance and crisis management They also show start up companies and entrenched organizations how to use the power of word of mouth to jump start business like never before This is a wake up

call from two industry legends for public relations professionals as well as entrepreneurs CEOs and anyone else tasked with representing their organization to the world These new media lessons include Remember that research is cheaper and more critical than ever Don't let the perfect be the enemy of the good launch your idea before someone else does Don't get so excited about social media that you forget about traditional media In a crisis you are never offstage Never lie never whine and never try to predict the future

Public Relations Campaigns Regina M. Luttrell, Luke W. Capizzo, 2025-04-15 Public Relations Campaigns An Integrated Approach introduces students to the process of creating public relations campaigns using a hands on approach that emphasizes the tools students will need when working in the industry The Third Edition emphasizes the importance of diversity initiatives and highlights an integrated approach that encompasses aspects of social media marketing advertising and client management

Ethics in Public Relations Kathy Fitzpatrick, Carolyn Bronstein, 2006-05-03 This is an intelligent book about serious issues in public relations accountability responsibility transparency loyalty truth telling and fairness It should be required reading in boardrooms in PR classrooms and at the Pentagon Jay Black Editor Journal of Mass Media Ethics Ethics in Public Relations fills an important need at a time when the credibility of public relations and some public relations practitioners and public relations firms is under attack In a manner that is never preachy or dogmatic Fitzpatrick and Bronstein have put together a series of essays that have application across the public relations spectrum They are sure to be informative and instructive both to long time professionals and candidates for entry level positions Harold Burson Founding Chairman Burson Marsteller This book is both highly readable and long overdue Fitzpatrick and Bronstein have produced a thoughtful thorough and very practical look at the ethical dimensions of public relations not just in theory but in everyday practice The essays are sharp witty on point and highly pragmatic Their examples are relevant their anecdotes purposeful Given the state of the profession these days it's difficult to see how students of public relations could call themselves current without first reading this smart collection of essays James S O'Rourke IV Professor and Director The Eugene D Fanning Center for Business Communication University of Notre Dame Fitzpatrick and Bronstein have for every public relations professional established a foundation to practice advocacy ethically Practice settings may change but Fitzpatrick and Bronstein demonstrate that the individual professional has an ongoing ethical imperative to advocate responsibly Fitzpatrick's discussion of the PRSA Code of Ethics concept of advocacy which she helped draft breaks new and helpful ground bringing clarity and substance to this crucial ingredient of most public relations practice James E Lukaszewski Chairman and President The Lukaszewski Group Inc Ethics in Public Relations Responsible Advocacy is the first book to identify universal principles of responsible advocacy in public relations In this engaging book editors Kathy Fitzpatrick and Carolyn Bronstein bring together prominent authorities in the field to address theoretic and practical issues that illustrate the broad scope and complexity of responsible advocacy in 21st century public relations The collection explores such matters as the fragile line between ethical and legal public relations practices ethical challenges in

building relationships with increasingly diverse publics the requirements of ethical advocacy online ethical accountability in organizational settings the special ethical obligations of nonprofit groups and ethical mandates in cross border public relations

Sport Public Relations G. Clayton Stoldt, Stephen W. Dittmore, Mike Ross, Scott E. Branvold, 2020-10-02 Sport Public Relations Third Edition With HKPropel Access offers a comprehensive examination of the value and practice of public relations in sport Extensively updated and substantially reorganized this third edition reflects the evolution of the field with modern applications across a wide range of media channels The book s topics align with the Common Professional Component topics outlined by the Commission on Sport Management Accreditation COSMA The author team brings together significant professional and educational backgrounds in sport public relations to offer an engaging look at the full range of public relations functions Readers will learn the importance of consistent brand communication and how to manage organizational relationships both internal and external to attain key strategic goals The thorough coverage of the field is built around three common themes Public relations is a managerial function focused on advancing the brand and engaging key stakeholders The communications environment is continuously evolving Community relations employee relations and donor relations are as critical as media relations within the sport industry Woven throughout these themes are public relations theories applied in sport specific contexts to help students further understand the complexity of the sport communication ecosystem Throughout the book there is guidance for practical application including samples of public relations materials such as news releases and employee newsletters Be Your Own Media sidebars highlight how sport organizations are proactively telling their stories across various media platforms New to this edition case studies and discussion questions serve as a foundation for additional learning Other updates include the following Discussion of engaging key publics through social media and other forms of digital media such as blogs podcasts virtual fan communities and video as well as approaches to developing content metrics for measuring success and skills for managing media in sport An examination of customer experience CX and how to enhance those relationships by defining customer touch points and mapping the customer journey Considerations for social media usage during crisis communication with modern examples of effective and ineffective ways prominent sport entities have managed recent crises Also new to the third edition are related online learning aids delivered through HKPropel and designed to generate discussion and highlight the opportunities and challenges that exist in sport public relations Commentary on current topics is accompanied by links to associated content discussion questions and applied learning activities to promote engaged student learning A live Twitter feed for specific hashtags within HKPropel ensures regular updates With Sport Public Relations Third Edition students will better understand the various demands of the field and learn to successfully and proactively develop consistent communication and stronger relationships between sport organizations and their key publics Note A code for accessing HKPropel is not included with this ebook but may be purchased separately

Public Relations Management in Africa Volume 1 Albert A. Anani-Bossman, Takalani E.

Mudzanani, Cornelius B. Pratt, Isaac A. Blankson, 2023-07-12 This two part volume examines current pedagogical modules research directions and other emerging issues in public relations and communication management in Africa In comparison to its Western and Asian counterparts the literature on public relations management in Africa is limited and much of it is examined through the lenses of Western philosophies and pedagogies that do not generally resonate with Africa s socioeconomic political and cultural contexts This book aims to change that Through analyzing the organizational dynamic Volume 1 brings together contributors from across Africa to provide valuable insights into how public relations contributes to organizational effectiveness on the continent Chapters discussed include a review of public relations research in Africa the role of the African CEO as a public relations activist the use of social and digital media in public relations the measurement and evaluation of communication programs and the implications of the fourth industrial revolution on public relations practice in Africa Providing important pathways and overviews of public relations management in Africa this volume not only highlights current practices but offers insights into the future of the practice within its evolving global landscape

Organizational Listening for Strategic Communication Katie R. Place, 2023-06-19 Embracing listening as a useful tool for strengthening organization publics and organization employee relationships this book offers theoretical and practical insights for listening across myriad strategic communication contexts Chapters authored by a diverse global collective of communication scholars and professionals present original research and case examples of listening for strategic communication in corporate government and nonprofit environments They explore topics such as utilizing artificial intelligence and social media activism social justice and ethics and fostering diversity equity and inclusion within and outside organizations Each chapter concludes with recommendations for strategic communication practice This book will be of interest to researchers and advanced students in public relations and strategic communication organizational communication and listening

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