

Managers, business owners, public relations practitioners, and others grapple daily with issues that have the potential to radically redefine the reputation of a person, company, or industry. They confront a fundamental question about contemporary crisis management: to what extent is it possible to control events and stakeholder responses to them, in order to contain escalating crises or safeguard an organizations reputation? In *Crisis Management in a Complex World*, authors Dawn Gilpin and Priscilla Murphy address this question head-on. Operating from a strong theoretical orientation, this book marks a sharp departure from other crisis management texts, which focus on nuts-and-bolts procedures and information distribution in an effort to simplify the turbulent reality of a crisis situation. Instead, this book pairs real-world examples from across the globe with theory-based analysis to show why simplification often fails to alleviate crises, and can even intensify them. Gilpin and Murphy propose a new, complexity-based approach to organizational learning that can allow organizations to adapt quickly to changing circumstances. This volume addresses both scholars and high-level practitioners of public relations, organizational communication, and strategic management. Strongly cross-disciplinary, the book draws on theories from communication, the physical sciences, and business. It invites controversy and ultimately aims to change the way people conceptualize and prepare for crises.

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Request PDF on ResearchGate *Crisis Management in a Complex World* Managers, business owners, public relations practitioners, and others grapple daily. Crisis management in a complex world, by Dawn R. Gilpin and Priscilla J. Murphy., Oxford, Oxford University Press, , pp., ? (hardback), ISBN Read the full-text online edition of *Crisis Management in a Complex World* (). Managers, business owners, public relations practitioners, and others grapple daily with issues that have the potential to radically redefine the.

Crisis. Management. in. a. Complex. World. Walter. Lippmann () began the last chapter of his landmark volume *Public Opinion* with the following admission: .

The authors meet the question head-on, departing from other crisis management texts, and arguing that a complexity-based approach is.

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