



Issues and Crisis Management: Exploring Issues, Crises, Risk and Reputation

By Tony Jaques

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Where issues and crisis management intersect and converge with risk and reputation is one of the most dynamic and challenging areas of management and professional communication. Moreover, the new Process Approach to issue and crisis management reveals that these disciplines are not separate activities but form part of a continuum of management responsibilities which comprise a comprehensive response to events or developments which threaten organisational reputation or success *Issues and Crisis Management: Exploring Issues, Crises, Risk and Reputation* introduces and explores each element, while at the same time emphasising the relationship between them all.

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Editorial Review

About the Author

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Dr Tony Jaques is a consultant specialising in issue and crisis management and lectures in postgraduate programmes at universities in Melbourne, Australia. Since working as Asia-Pacific Issue Manager for an American multinational, he has established an international reputation in the field, with speaking engagements and publications in leading academic journals, as well as book chapters in Australia, Britain and the United States. He is a former Director of the Issue Management Council in Leesburg, Virginia, and writes Australia's only specialist online issue and crisis management publication, *Managing Outcomes* (www.issueoutcomes.com.au).

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