

Contents

List of Contributors *xi*

Introduction **1**

SILVIA RAVAZZANI, FLORIAN MEISSNER, ANDREAS SCHWARZ
AND AUDRA DIERS-LAWSON

PART 1

An Evolving Field – Risk and Crisis Communication in Europe **11**

**1 A Multi-motive Risk Communication Model for “Making”
Crisis Preparedness** **13**

MATS ERIKSSON

**2 Marrying Crisis Preparation and Strategic Planning:
Definitions and Challenges in Business Practice** **28**

ALBENA BJÖRCK AND MAYA GADGIL

**3 “Sharing Is Preparing”: The Role of Information-Sharing
in Collective Crisis Sensemaking during the July 22 Terror
Attack in Oslo** **38**

HOGNE LERØY SATAØEN AND HELGE RENÅ

4 A Caring Framework for Crises and Disasters **53**

AMALIA TRIANTAFILLIDOU AND PRODROMOS YANNAS

**5 The Agents of Resilience: Generativity and Durability
of Digital Platforms in Crisis-to-Crisis Transition** **68**

GREGORY ASMOLOV

- 6 Bridging Theory and Practice Through Crisis Simulation: A Framework Designed to Address the Current Development of Risk Assessment and Crisis Communication in Romania** 95
CORINA BUZOIANU AND MONICA BÎRĂ
- 7 Coordination in Multi-crisis: The German Aviation Industry** 112
CAROLIN KÖPPEL AND JANINA KLINGELHÖFER
- 8 The Arcadia Crisis Postmortem: Lessons Learned for the Fashion Industry in Stakeholder Relationship Management and Value Co-creation** 127
SOPHIE LOUISE JOHNSON
- 9 Managing a Legitimacy Crisis: Airline Sensemaking in the Context of Flight Shame** 143
SILVIA RAVAZZANI, CARMEN DANIELA MAIER
AND IRENE POLLACH
- PART 2**
- Lessons Learned from COVID-19 for Risk and Crisis Communication in Europe** 159
- 10 Translating Research to Practice: Identifying Best Practice in Pandemic Communication** 161
AUDRA DIERS-LAWSON
- 11 Communication Inequality of Ethnic Groups in Public Health Crisis: State of the Art and Model of Community-Based Crisis Response** 198
HUI ZHAO AND JESPER FALKHEIMER
- 12 How to Do Evidence-Informed Risk Communication during an Emergency: Experiences from a Pandemic** 214
BEN DUNCAN
- 13 The Role of Culture in Risk and Crisis Communication Management: The Case of Switzerland and the Governmental Communication during the COVID-19 Pandemic** 223
ALBENA BJÖRCK AND FABIENNE FARNER

14 The Finnish Government's Strategic Ambiguity in COVID-19 Pandemic Communication: A Case Study	241
MATIAS LIEVONEN, CHIARA VALENTINI AND MARK BADHAM	
15 The COVID-19 Pandemic in the Polish and British Media: A Content Analysis	260
STANISŁAW JĘDRZEJEWSKI, KRZYSZTOF KUŹMICZ AND GAVIN RAE	
16 Information Seeking Repertoires in Migrant-Dense Swedish Suburbs during the COVID-19 Pandemic	276
BENGT JOHANSSON, SOFIA JOHANSSON AND MARINA GHERSETTI	
17 Understanding What Is at Stake: Challenges and Opportunities for Corporate Communication during the COVID-19 Crisis	292
CHRISTINE BUSE, FLORIAN MEISSNER AND HOLGER SIEVERT	
18 Internal Crisis Communication and the COVID-19 Pandemic: Heading Towards a New Future?	311
SILVIA RAVAZZANI, ALESSANDRA MAZZEI AND ALFONSA BUTERA	
19 COVID-19 Communication in Portugal: Exploring the Relationships between Sources of Information and Citizens' Trust in Governmental Risk and Crisis Communication	326
GISELA GONÇALVES, VALERIANO PIÑEIRO-NAVAL AND BIANCA PERSICI TONIOLO	
<i>Index</i>	341