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| **Crisis manager**The overall goal of this role is to manage the government’s crisis communication. Its focus is on short term management to minimize negative impact issues from emerging crises and issues to limit damage done to the leaders’ reputation. The approach is reactive in response to crisis, but also proactive in averting potential crisis before they happens.Crisis Managersmanages actual crisis and makes recommendations for how leaders should act during them, what decisions should be made and how they should be communicated. They handle short term crisis and unseen problems; leadership response; problem solving; empathy. Crisis includes unforeseen natural disasters and political, self-generated crises e.g. Christchurch earthquake/BP disaster and political scandals/impeachment/investigations. Crisis managers also seek to predict and averts potential crisis as well, thus seeking to avoid crisis ever happening by identifying problems that might occur if x y or z actions are taken in other areas. Part of the role is therefore strategic and proactive, foreseeing crisis that might comeLiterature relevant to this role is crisis management. |

**Reading**

Below is a starting list of key literature/authors for you to consult and adapt.

You should seek resources beyond this list as well; and adapt any work on campaigning to the government context, and to the specific cases for Report 2 and 3.

**Core reading on crisis management**

For a great introductory video on crisis management in government see this interview with Key about the earthquake and how he had not anticipated how important crisis management would be to his job, how little he could do in one sense, and how important it was for him to be there in another: <http://www.stuff.co.nz/national/christchurch-earthquake/6445366/Keys-own-darkest-hour-after-quake>

See tallis list/links for **core** readings: <https://rl.talis.com/3/auckland/lists/D20AFDC0-49FC-8CF5-8802-09358FBB21B0.html>

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* Boin, Arjen, and Paul 't Hart (2003). "Public leadership in times of crisis: mission impossible?." *Public Administration Review*. 63(5): 544-553.
* Boin, A., P. T’Hart, A. McConnell and T. Preston (2010). "Leadership Style, Crisis Response and Blame Management: The Case of Hurricane Katrina." *Public Administration* 88(3): 706-723.
* McConnell, A. & Stark, A. (2002) ‘Foot-and-Mouth 2001: The Politics of Crisis Management' Parliamentary Affairs, vol. 55, pp. 664-681.
* Larsson, Gerry, Fredrik Bynander, Alicia Ohlsson, Erik Schyberg and Martin Holmberg (2015). "Crisis management at the government offices: a Swedish case study." Disaster Prevention and Management 24(5): 542-552.
* Wart, M. v. and N. Kapucu (2011). "Crisis management competencies." Public Management Review 13(4): 489-511.
* *Dinan, W., A. Ford, A. McConnell and R. Pyper* (2006). "Policy responses to crisis: the case of the UK firefighters' dispute." Policy and Politics 34(2): 307-324.

**Further literature**

* ‘t Hart, Paul, Karen Tindall and Christer Brown (2009). "Crisis leadership of the Bush presidency: advisory capacity and presidential performance in the acute stages of the 9/11 and Katrina crises." Presidential Studies Quarterly 39(3): 473-493.Boin, Arjen. (ed.). (2005). *The politics of crisis management: Public leadership under pressure*. Cambridge; Cambridge University Press.
* Boin, Arjen, Allan McConnell and Paul't Hart (2010) ‘Crisis Leadership’ Chapter 27 in ‘Democratic Political Leadership Chapter 13 in Political and civic leadership: a reference handbook edited by R A Couto. Thousand Oaks, CA, Sage pp 229-239
* Coombs, W. Timothy (2011). ‘Political public relations and crisis communication’. In Jesper Strömbäck and Spiro Kiousis (eds). Political Public Relations: Principles and Applications. New York: Routledge, 213–234.
* Martinko, M. J., Breaux, D. M., Martinex, A. D., Summers, J. & Harvey, P. (2009) ‘Hurricane Katrina and Attributions of Responsibility'. Organizational Dynamics, vol. 38, pp. 52-63.
* Eriksson and Eriksson (2012) Managing political crisis, Journal of communication management 16 (3)
* Foley, Michael. (2009). "Gordon Brown and the role of compounded crisis in the pathology of leadership decline." *British Politics* 4: 498-513.
* Garrett, R. Sam (2014). ‘Crisis-management, marketing, and money in US campaigns’. In Jennifer Lees-Marshment, Brian Conley and Kenneth Cosgrove (eds). Political Marketing in the US. New York: Routledge.
* Smith, G. (2005) Politically Significant Events and Their Effect on the Image of Political Parties. Journal of Political Marketing, 4, 91-114
* Baker, P. 2009. A Phrase Sets Off Sniping After a Crisis. New York Times, viewed February 20 2010, <http://www.nytimes.com/2009/12/30/us/politics/30baker.html>

For more sources on crisis management see <https://flexiblelearning.auckland.ac.nz/political_marketing/41_14.html>