

Study Plan 2023/24 (fall semester)

Course Description/Syllabus

Fall 2023	Crisis Communication and Management in International Tourism
Course director	Prof. Dr. Diana Ingenhoff Full professor of Organizational Communication and Public Diplomacy University of Fribourg diana.ingenhoff@unifr.ch
Lecturer Assistant	Dr. Philipp Bachmann , Applied University of Lucerne, philipp.bachmann.01@hslu.ch Cyril Schaub , University of Fribourg, cyril.schaub@unifr.ch
Prerequisites	When registering to the course please subscribe to one out of six working groups . Each group will work and present one topic assigned to them <i>before the course starts</i> and solve a case study during the course. For more details, please see learning methods below.
Objectives	<ul style="list-style-type: none">• To give participants informed insights into the basic elements and terms of the interrelated concepts on issues and crisis management as part of a strategic communication strategy (identity, image, reputation, issues, crisis, issues management, crisis management, stakeholder theory, public sphere).• To learn more about crisis communication theories, reputation and issues management, the role of activists, internet contagion theory, stakeholder theory, business ethics and CSR, and the role of culture.• To give insights into the overall issues and crisis management processes and structures in today's companies, including challenges like the development of issues in social media.• To prepare for crisis communication situations and develop a crisis communication strategy.• To practice your knowledge in a crisis simulation exercise (speak in front of a camera, press conferences, tv-statements...).• To develop the ability to think critically and creatively about issues and crisis through collaborative working in small groups on selected case studies and through analyzing current PR issues.
Description / Program	Companies and institutions today need to consider an increasing number of (digital) publics ready to take action on issues that concern them and for which they hold these organizations responsible. The increasing complexity of social, economic, and technological systems is also the reason why the number of crises that can potentially harm a company, a whole branch, or even a nation is constantly growing. Active reputation management and well-prepared crisis communication have therefore become standard management tools in well-run companies. Students will learn about reputation and crisis management processes and structures in theory and practice. Using case studies, empirical research studies, and an analysis of the problems and the stakeholders' expectations, students will gain knowledge about issues and crisis management policies and tools. They can also apply and deepen their knowledge of issues and crisis communication strategies in a full-day crisis simulation exercise.
Time schedule	
Block 1:	
Sept 22 (Fri)	09.30–11.00 (Intro); 11.15–12.45 (Group 1 presents) 13.45–15.15 (Group 2 presents)
Sept 23 (Sat)	09.30–11.00 (Group 3 presents); 11.15–12.45 (Group 4 presents) 14.00–17.00 (Case studies)
Block 2:	
Oct 6 (Fri)	09.30–11.00 (Group 5 presents); 11.15–12.45 (Group 6 presents); 13.45–15.15 (Summary and cases)
Oct 7 (Sat)	08.30–17.00 Crisis simulation exercise, Summary

September 22 (Friday): 09:30-15:30		Key texts
09:30–11:00	<p>Crisis and Reputation management: What it's all about?</p> <ul style="list-style-type: none"> ▪ Key terms (stakeholder, identity, image, reputation, issues, issue life cycle, crisis) ▪ Fundamentals of crisis and issues management 	<p>Ingenhoff (2018): <i>Monitoring</i>. Lawrence & Weber (2014): <i>Chapters 1 and 2</i>. Griffin (2014): <i>Chapters 9 and 10</i>. Hallahan (2001): <i>Issues activation and response</i> Mitchell et al. (1997): <i>Stakeholder Identification</i></p>
	<p>Reputation Management Corporate and country reputation as an attitudinal construct</p>	<p>Ingenhoff (2018): <i>Reputation</i> Thiessen, Ingenhoff (2011): <i>Safeguarding Reputation</i></p>
11:30–13:00 (Group 1 presents)	<p>Crisis Communication Theory I: SCCT and Contingency Theory</p> <p>Please explain key concepts of a) <i>Situational Crisis Communication Theory</i> (T. Coombs) and the foundation of attribution theory (B. Weiner), and b) <i>Contingency Theory</i> (G.T. Cameron); give examples/cases for each approach</p>	<p>Coombs (2021): <i>Crisis PR</i>. Coombs (2007): <i>Protecting Organization Reputations during a Crisis</i> Frandsen & Johansen (2017): Chapter 6 (<i>Strategic and Context-oriented approaches</i>)</p>
14:00–15.30 (Group 2 presents)	<p>Crisis Comm. Theory II: The Rhetorical Arena</p> <p>Please focus on the framework of the "Rhetorical Arena", fundamentals of arena theory and present the consumers and citizens as examples of voices; illustrate the theory with cases, e.g. VW as in Raupp (2019) or Ebola as in Rodin et al. (2019)</p>	<p>Frandsen & Johansen (2017): Chapter 8 (<i>The rhetorical arena</i>), Chapter 9 (<i>Consumer and citizens</i>) Raupp (2019) Crisis Comm RAT Rodin et al. (2019): <i>Disentangling rhetorical subarenas</i></p>

September 23 (Saturday) 09:30-17:00		Key texts
09:30–11:00 (Group 3 presents)	<p>Internet Contagion Theory, Social Media, Digital Collectives and Crises</p> <p>Please focus on how to evaluate online issue threats, explain ICT dimensions for issue prioritization, give basic insights into social network theory, and explain how Internet contagions can increase stakeholder power. Please also consider latest developments like digital collectives and digital issues management.</p>	<p>Coombs & Holladay (2017): <i>Internet Contagion Theory</i> Coombs (2002): <i>Assessing online issue threats</i> Illia & Colleoni (2023): <i>Digital Issues Management</i> Liu, Kim, & Pennington-Gray, (2015): <i>Bed bug crisis</i></p>
11:30–13:00 (Group 4 presents)	<p>International Crisis Communication across Cultures</p> <p>Please present theoretical approaches and insights on how to cope with cultures in crisis, also explaining the cultural dimensions by Hofstede (1980) and the GLOBE study (House et al., 2004). Find examples of crisis communication where culture played a major role and apply the basic concepts. Discuss briefly what we can learn with respect to resilience from firms coping with Covid.</p>	<p>Frandsen & Johansen (2017): Chapter 7 (<i>Crisis communication across cultures</i>) Dhanesh & Sriramesh (2017): <i>Culture and crisis communication</i> Alonso et al., (2020): <i>Covid-19, aftermath, impacts, and hospitality firms: An international perspective</i>. You may also consult http://globeproject.com; https://geerthofstede.com</p>

14:00-17:00	Crisis Communication Case Studies (Group work)	<p>Groups 1 & 2: Steering Princess Cruises through the Covid-19 Crisis</p> <p>Groups 3 & 4: United Airlines' Service-Recovery Challenge</p> <p>Groups 5 & 6: Game of Thrones - Tourism in Dubrovnik, Croatia</p>
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October 6 (Fri): 09:30-15:30		Key texts
09:30-11:00 (Group 5 presents)	<p>The Role of (Internal) Activism and Internal Crisis Communication</p> <p>Please explain the key terms, the 5 stages of activism, how to cope with activists, and find positive/negative cases to apply the insights. Also, please explain with reference to Lee & Rim how a partnership with an NGO could lead to spillover effects, and which would be an effective response strategy. Also consider internal activism.</p>	<p>Ferguson (2018): <i>NGO Communication</i></p> <p>Lee & Rim (2017). <i>Company-non profit partnerships, negative spillover, and response strategies</i></p> <p>Lee, Y. (2021) The rise of internal activism</p>
11:30-13:00 (Group 6 presents)	<p>The Role of Business Ethics and CSR during Crises</p> <p>Please explain the role of business ethics and CSR during a crisis, referring also to the key terms and concepts (e.g., Carroll's pyramid). Discuss how a crisis like Covid-19 pandemic can influence the developments of CSR, and how strategic marketing approaches might change (He & Harris). You may also add other examples to show the link between CSR and crisis communication.</p>	<p>Tench, R. (2021): <i>Community and Society: Corporate Social Responsibility</i></p> <p>Lawrence & Weber (2017): Chapter 3: <i>Corporation's Responsibilities</i></p> <p>He, H. & Harris, L. (2020): <i>Impact of Covid-19 pandemic on CSR</i></p>
14:00–15.30	Summary and outlook on crisis simulation	

October 7 (Sat): Crisis Simulation Day 8:30-17.00	
08.30–13.00	<p>Crisis Communication Simulation</p> <p>You work on a given crisis case scenario in your group. You are members of a corporate communication department. You will be given several tasks at different points in time. You have to solve these tasks within a limited period of time and send the deliverables to us at a precisely specified time (e.g., press release).</p>
14.00–15.30	<p>Analysis & final discussion of cases</p> <p>We will analyze your performance during the crisis simulation, give ideas for improving, and will discuss your experiences in the class forum.</p>
15.30–17.00	<p>Summing up of learnings, final discussion of the overall course and briefing for final exam.</p>

Learning Method / Style of Lessons

We will combine presentations, discussions, case studies, and a whole-day crisis simulation exercise. For further details, please also see below “exam style/grading”.

When registering for the course, please subscribe to one of six groups. Each group will work and develop on one particular topic assigned to them **before the course starts** and solve a case study during the course.

- 1) Each group is expected to examine a specific topic in detail before the course starts (for example, the Situational Crisis Communication Theory and Contingency Theory; see list below). Please present this topic in a ppt-presentation of about 30-40 minutes, and **please also include a short discussion** (either during or after the presentation). The literature is mentioned below. You are expected to present the topic coherently, not just one text followed by another. Moreover, you are welcome to integrate additional texts (e.g., from the authors of the model/theory presented) relevant to the topic. When preparing the presentation, reflect on what could be relevant for other participants, for example, by making connections to the other five core topics. In each presentation, the related topic should be clarified with a current example from Switzerland or abroad. The example should be a real case, which is not mentioned in the literature. The example needs to be chosen and investigated by you. (Important remark: All participants must read all literature, including the other groups' literature).

Deadline for **uploading your ppt**: Please upload your presentation on iCorsi **one day before your presentation, till 10:00 a.m.**

- 2) Each group is expected to solve a **case study**. We reserved the time slot on September 23 from 14-17:00 p.m. for you to solve the case with your group, among others. However, you might choose any other time slot individually in your group to work on the case and finalize the task. There are three different cases, so every case is solved by two groups. The texts for the case studies are uploaded on iCorsi. Please read the case of your group before the course starts.

Groups 1 & 2: Steering Princess Cruises through the Covid-19 Crisis

Groups 3 & 4: United Airlines' Service-Recovery Challenge

Groups 5 & 6: Game of Thrones – Tourism in Dubrovnik, Croatia

Each group is expected to address the following five questions.

- What were the causes leading to the situation? What were the consequences?
- Analyze the type of crisis and reputation threat. Which crisis communication strategy would you recommend according to the Situational Crisis Communication Theory (see T. Coombs)? Compare your strategy to the strategy that was chosen in the case.
- Which immediate actions were taken? What were the short- and long-term communication goals? Evaluate and explain what you would have done differently.
- Which are the most important stakeholders and which key messages did they receive? Which key messages would you suggest? With which instruments would you distribute them?

Please summarize your results in a PowerPoint file (max. 5-6 slides).

Deadline for uploading the ppt: September 29, 8 a.m. (at the latest!)

Please study the results of the case study and give peer feedback to your colleagues. Write a short paragraph (half page) on how you would evaluate the case study of your partner group with the same case study, and at the latest.

Deadline for uploading the comments for your partner group: October 4, 8 a.m.

Exam Style / Grading

Participants' overall evaluation for this course will be based on the framework depicted in the table below:

<p>Power Point presentation (Group work)</p>	<p>Participants prepare and present a ppt presentation (see above). There are six different topics (see time schedule). Please study the relevant literature before the course begins and upload a PPT file.</p>	<p>40%</p>
<p>Case study (Group work)</p>	<p>Participants work in groups on a crisis management & communication case. They analyze a given case and upload a PowerPoint file and a feedback file (see above).</p>	
<p>Exam</p>	<p>The final exam (60 minutes) is based on the required readings of each group and the presented topics as well as all course contents given by the lecturer. The exam may include multiple choice as well as open questions and case studies.</p>	<p>60%</p>
<p>Participation (sessions)</p>	<p>Each participant is expected to attend all sessions (with a maximum of 4 hours absence with valid excuse), complete the readings, and participate in the discussions and group work during class. Class participation may result in an up- or downgrade of 0.25 points, missing more than 4 hours of all sessions will result in an extra task or exclusion from the final exam.</p>	<p>+/- 0.25</p>
<p>Participation (crisis simulation)</p>	<p>Each student is expected to participate into the crisis simulation study to gain first insights into crisis communication. Active participation may result in an up- or downgrade of 0.25 points.</p>	<p>+/- 0.25</p>

Readings/ Textbooks

Crisis Communication Theory I: SCCT and Contingency Theory

- Coombs, W. T. (2021): Crisis public relations management. In R. Tench, & L. Yeomans, L. (Eds.): *Exploring public relations. Global strategic communication* (5th ed., p. 344-364). Harlow, England: Pearson.
- Coombs, W. T. (2007). Protecting organization reputations during a crisis: The development and application of situational crisis communication theory. *Corporate Reputation Review*, 10(3), 163-176.
- Frandsen, F., & Johansen, W. (2017). *Organizational crisis communication*. Los Angeles, CA: SAGE. Chapter 6: Crisis communication: Strategic and context-oriented approaches, pp. 106-120.

Presented by
Group 1

Crisis Communication Theory II: The Rhetorical Arena

- Frandsen, F., & Johansen, W. (2017). *Organizational crisis communication*. Los Angeles, CA: SAGE. Chapter 8: The new rhetorical arena, pp. 139-158.
- Frandsen, F., & Johansen, W. (2017). *Organizational crisis communication*. Los Angeles, CA: SAGE. Chapter 9: Consumer and citizens: Emotions and social media, pp. 159-176.
- Raupp, J. (2019). Crisis communication in the rhetorical arena. *Public Relations Review*, 45(4). **OR**
- Rodin, P.; Ghersetti, M.; & Odén, T. (2019). Disentangling rhetorical subarenas of public health crisis communication: A study of the 2014–2015 Ebola outbreak in the news media and social media in Sweden. *Journal of Contingencies and Crisis Management*. 27(3), pp. 237-246.

Presented by Group 2

Internet Contagion Theory, Social Media, Digital Collectives and Crises

- Coombs, W. T., & Holladay, S. J. (2017). Consumer empowerment through the web: How Internet contagions can increase stakeholder power. In S. Duhé (Ed.), *New Media and Public Relations* (3rd ed., pp. 175-188). New York: Peter Lang.
- Coombs, W. T. (2002). Assessing online issue threats: Issue contagions and their effect on issue prioritization. *Journal of Public Affairs*, 2(4), 215-229.
- Illia, L. & Colleoni, E. (2023). Digital Corporate Communication & Issues Management: Monitoring digital collectives and tipping points of refraction around issues. In Luhoma V., and Badham, M. (Eds.) *Handbook of Digital Corporate Communication*. Edward Elgar Publishing. **OR**
- Liu, B., Kim, H., & Pennington-Gray, L. (2015): Responding to the bed bug crisis in social media. *International Journal of Hospitality Management*, 47, 76–84.

Presented by
Group 3

International Crisis Communication across Cultures

- Frandsen, F., & Johansen, W. (2017). *Organizational crisis communication*. Los Angeles, CA: SAGE. Chapter 7: Crisis Communication across Cultures, pp. 121-136.
- Dhanesh, G. S., & Sriramesh, K. (2018). Culture and crisis communication: Nestle India's Maggi noodles case. *Journal of International Management*, 24(3), 204-214.
- Alonso, A.D., Kok, S.K., Bressan, A. et al. (2020): COVID-19, aftermath, impacts, and hospitality firms: An international perspective. *International Journal of Hospitality Management* 91, (2020) 102654.

Presented by
Group 4

The Role of (Internal) Activism and Internal Crisis Communication

- Ferguson, D. P. (2018). *Nongovernmental Organization (NGO) Communication*. The International Encyclopedia of Strategic Communication.
- Lee, S.Y. & Rim, H (2017). Company-nonprofit partnerships, negative spillover, and response strategies. *International Journal of Strategic Communication*, 11 (3), 194-208.
- Lee, Y. (2021). The rise of internal activism: motivations of employees' responses to organizational crisis, *Journal of Public Relations Research*, 33(5), 387-406.

Presented by
Group 5

The Role of Business Ethics and CSR during Crises

- Tench, R. (2021): Community and Society: corporate social responsibility (CSR). In R. Tench & L. Yeomans (Eds). *Exploring public relations. Global Strategic Communication* (5th ed., pp. 66-93). Harlow, England: Pearson.
- Lawrence A. T., & Weber, J. (2017). *Business and society. Stakeholders, ethics, public policy* (15th ed.). New York: McGraw-Hill. Chapter 3: The Corporation's Social Responsibilities, pp. 45-67.
- He, H. & Harris, L. (2020). The impact of Covid-19 pandemic on corporate social responsibility and marketing philosophy. *Journal of Business Research*, 116, pp. 176-182.

Presented by
Group 6
