

Corporate Communication

Essentials of Corporate CommunicationImplementing Practices for Effective Reputation ManagementRoutledge

This lively and engaging new book addresses a topical and important area of study. Helping readers not only to understand, but also to apply, the most important theoretical notions on identity, identification, reputation and corporate branding, it illustrates how communicating with a company 's key audience depends upon all of the company 's internal and external communication. The authors, leading experts in this field, provide students of corporate communication with a research-based tool box to be used for effective corporate communications and creating a positive reputation. Essentials of Corporate Communication features original examples and vignettes, drawn from a variety of US, European and Asian companies with a proven record of successful corporate communication, thus offering readers best practice examples. Illustrations are drawn from such global companies as Virgin, IKEA, INVE and Lego. Presenting the most up-to-date content available it is a must-read for all those studying and working in this field.

Featuring real-world examples and case studies from leading organizations such as SONY, Coke, GE and Martha Stewart, this book tackles key topics, including: how to leverage the organization's image; how to get your message to shareholders; and how to manage the media.

The 6th edition of Corporate Communication continues to be the market leading text in its field, having been fully revised by the author to reflect new trends and developments in social media and to capture emergent topics such as CEO activism and corporate character and purpose. New to this edition:
• A revised chapter on comm's in the rapidly changing media landscape, incorporating new technologies and social media.
• Deeper coverage of key topics such as employee, crisis, and leadership communication alongside sustainability.
• New case studies with reflective questions to highlight the broad application of corporate communications. Corporations featured include: Apple, Facebook, Gillette, Lenovo and Nestlé. Corporate Communication is essential reading for students studying Corporate Communication, Organizational Communication, Strategic Communication, PR and Marketing Communications, as well as a valuable resource for reflective practitioners. It continues to be supported by comprehensive and fully updated online resources: <https://study.sagepub.com/cc6>

Reengineering Corporate Communication

Ebook: Corporate Communication

Strategic Corporate Communication

Core Concepts for Managing Your Career and Your Clients' Brands

Principles, Techniques and Strategies

Corporate Communication, 6th Edition shows readers the importance of creating a coordinated corporate communication system, and describes how organizations benefit from important strategies and tools to stay ahead of the competition. Throughout the book, cases and examples of company situations relate to the chapter material. These cases provide readers with the opportunity to participate in real decisions that managers had to make on a variety of real problems.

This book incorporates current thinking on corporate communication from both the academic and practitioner worlds, combining a comprehensive theoretical foundation with practical guidance and insights to assist managers in their strategic and tactical communication decisions. Rich case-study examples are provided from companies in the United States, the U.K., continental Europe, South-East Asia, and Australia.

Today's global markets demand that companies of all sizes look to international markets for potential customers. The successive crises that have taken place in the last decade make the internationalization of companies essential. This situation is further aggravated in the case of SMEs, as surviving only from national markets is becoming increasingly difficult. Indeed, the economic sphere is in constant flux, which demands that companies have a great capacity for adaptation to face the new challenges of an ever more globalized and difficult market. In this context, new forms of business communication are emerging, especially through the web and new technologies. Digital marketing and the dissemination of corporate information have become key processes for the success of companies. It is therefore crucial to research different digital marketing processes and ways of breaking down linguistic and cultural barriers between users from different sociolinguistic contexts. Innovative Perspectives on Corporate Communication in the Global World contains different contributions focused on the description of methods, processes, and tools that can be adopted to achieve corporate internationalization goals. The chapters provide a comprehensive review of the why, what, and how of disseminating corporate information and promoting corporate digital communication into internationalization processes. These strategies can be related to the development of digital tools, the design of new corporate communication strategies, the proposal of new ways of breaking social and linguistic barriers between technology users, or the creation of new methodologies aimed at evaluating the effectiveness of digital marketing strategies. This book is ideal for marketers, managers, executives, entrepreneurs, practitioners, researchers, academicians, and students interested in new corporate communication strategies and their effectiveness.

This book serves as an easy-to-read, up-to-date practical guide on professional corporate communication. The key market for this book is the Asia-Pacific region, mainly because there is a gap in know-how in corporate communication among many industry sectors. In addition, at present, one cannot find a lot of educational literature about corporate communication in the market. Therefore, this guidebook closes that gap. In Asia, companies are starting to realize the importance of corporate communication in all areas (external and internal corporate communication, crisis communication (Example: TEPCO) and political communication / government relations / lobbying). This is triggered not only by the recent high profile and success of targeted (political) communication in the USA, but also by the notorious export-orientation of many Asian companies and their increasingly multi-national orientation (fostered by M&A and foreign investments). In addition, the increasing importance of online communication and digital/social media is an important reason why existing guidebooks on corporate communication have to be reassessed and modernized. This book focuses on all major aspects of modern corporate communication, including online / digital communication, and covers new developments, such as "fake news", "post-truths", "political correctness", "the art of bridging" and other new phenomena in the world of (corporate) communication. Simple cartoon-style drawings supplement the text in order to facilitate reading and learning. Corporate communication professional, as well as students and professors in business/management programs, will be given tools to effectively and successfully plan and implement corporate communication strategies and tactics in all major areas.

Reputation Management

Introduction to Corporate Communication

Strategic Adaptation for Global Practice

A Handbook of Corporate Communication and Public Relations

A Practice-Oriented, State-of-the-Art Guide

The explosion of blogs, social networking sites, wikis, video sharing sites, and other powerful digital communications platforms may be the biggest game-changer to impact business since mechanized manufacturing.

In today's Web 2.0 world, company stakeholders—including employees, customers, and investors—are empowered in ways unimaginable just a few years ago, and traditional corporate hierarchies are yesterday's news. Rather than attempt to turn back the clock and reassert strict, top-down control over stakeholder relationships, the smartest companies worldwide are responding with bold new digital communications strategies based on transparency, authenticity, and inclusion, instead of secrecy, artificiality, and exclusion. International corporate communications guru Paul A. Argenti provides a lively, up-to-the-minute review of the Web 2.0 landscape and analyzes the increasingly central role corporate communications plays in virtually every organizational function. Argenti and coauthor Courtney Barnes advise corporate leaders on how to deploy proven strategies for using new and emerging digital platforms to Manage brand identity and company reputation Build a culture of engagement and transparency Turn stakeholders into “company evangelists” Manage internal communications across time zones and language barriers Recruit and retain the best talent Develop compelling messages based on customer and investor needs and desires Argenti and Barnes provide case studies illustrating digital communications best practices at HP, Southwest Airlines, Sony, Dell, IBM, Starbucks, HBO, FedEx, GE, and other major players. This groundbreaking book will teach you how to gain real, manageable control over your organization's communications in today's virtual world.

Streamline your organization's communication with the powerful and easy-to-follow methodology presented in this book, featuring insight from experts including Simon Sinek and Brené Brown. Better communication will mean better business practice company-wide as well as increased employee engagement, happier clients and customers, and stronger profits. As the title suggests, Influential Internal Communication proves just how influential internal communications (IC) is, and the measurable impact it has on an organization's growth. For many organizations, IC often slips down the list of priorities when there are high pressure, high stakes business situations to cope with. This causes a sense of chaos and confusion within the organization that will - eventually - permeate to external customers and clients. Influential Internal Communication presents a clear, adaptable methodology that will help readers understand, diagnose and fix their own communication challenges, thereby transforming the chaos into calm. Backed up with data and statistics from industry reports on workplace culture, Influential Internal Communication is based on The Field Model and draws on research with CEO's, some of the best insights into people, organisations and chaos. The theory is backed up with real world case studies, showing how chaos can impact a range of organizations of varying size and industry. Written by the 2020 President of the Chartered Institute of Public Relations (CIPR), Influential Internal Communication will streamline any organization's IC practices, and help to drive engagement, efficiency and profit across the board.

Corporate communication is an increasingly powerful strategic tool for connecting with a company's stakeholders. This book features contributions from leading international academics, combining a strong theoretical grounding and the latest research with a practical, managerial focus. Ideal for students and practitioners of corporate communications.

This book features not only the latest trends but also academic and industry practitioner stakeholders' perspectives on language and functional role issues facing the rapidly developing corporate communication (CC) profession in the Greater China region. The book also explores the implications for Western societies that cross-culturally engage with Chinese partners in CC practices. The book's chapters are oriented on five main themes, namely: Development of the CC Profession, Bilingual Practices in Corporate Communication, Corporate Social Responsibility, Employee Communications, and Media Discourse & Persuasive Communication. The first two cluster themes feature a review of the PR/CC profession's evolutionary path to its current status as a more distinct and diversified CC profession emphasizing the role of language and particularly the bilingualism phenomenon, whereas the other cluster themes, which adopt the perspectives of academics and those of CC practitioners, span from cross-cultural, profession-wide and bilingual communication issues to applications of heuristic knowledge within industry-specific workplace contexts.

From Academic to Practitioner Perspectives

Present-Day Corporate Communication

The Fundamentals of Corporate Communication

Digital Strategies for Powerful Corporate Communications

The book is a collection of articles by Academicians and Professionals on various facets of corporate communication. The author has attempted to cover the recent trends and features in the corporate world . This book can be used as a reference for the U Graduate students of Journalism and Communication and Management. This Book can be used as text book for students who want to specialize in Corporate Communication and who wants to understand the subject better from the professional perspective. The Fundamentals of Corporate Communications gives professionals and students in marketing a comprehensive and incisive overview of what modern corporate communications is, and what it can achieve. The author has drawn on extensive business experiential research in major corporations to produce an authoritative account of best practice - backed by numerous cases and examples. The book demonstrates how corporate communications affects today's marketing mix and explains how it can support various key elements are covered in depth:
* Who are the key audiences in the present business climate
* The role of Corporate Image and Identity in the communications process
* How communications informs and affects corporate strategy development
* What are the communications- from lobbying to brand building
* Using communications in a crisis
* Who should be communicator and why
The book is both highly practical, it is grounded in real business issues, and rigorous in covering the concepts accessibly. It will be a reference for practitioners and students of marketing. Practical approach and style which will engage professional readership Uses many contemporary business cases and examples No other research of such depth has taken place in the UK recently indeed a statement of present best practice

A bold addition to existing literature, this book provides an excellent overview of corporate communication. Taking an interdisciplinary approach, it offers readers the in-depth analysis required to truly understand corporate communication, corporate strategy and well as the relevant public relations issues. With a refreshing new approach to this topic, the authors challenge reductionist views of corporate communication, providing persuasive evidence for the idea that without an organizational communication strategy, corporate strategy. Written by an impressive list of international authorities, the text is well illustrated with contemporary case studies, drawing out the most pertinent best-practice outcomes of theoretically based applications. Its four sections cover: national communication image, identity and reputation management the future for corporate communication theory and practice. This is an essential one-stop reference for all academics, practitioners and students seeking to understand corporate communication and its application. This lucid book is a compelling introduction to corporate communications and its practical application in the modern organization. Joseph Fernandez makes a case for corporate communications as the cornerstone of any corporate growth strategy. He does so by showing how communication approaches drawn from the worlds of advertising, journalism and public relations. Among the topics discussed are:
- The evolution and nature of the new era and its unique communication needs.
- The role of advertising and public relations a corporate brands and nurture them in global environments.
- The advantages of the complementary use of traditional and new media in reaching the entire targeted audience.
- The importance of subscribing to healthy corporate citizenship practices for both the organization and its stakeholders.

Influential Internal Communication

An International and Management Perspective

Tactical Guidelines for Strategic Practice

The Theory and Practice of Corporate Communication

Case Studies from India

Corporate Communication: A Marketing Viewpoint offers an overview of the framework, key concepts, strategies and techniques from a unique marketing perspective. While other textbooks are limited to a managerial or PR perspective, this book provides a complete, holistic overview of the many ways communication can add value to an organization. Step by step, this text introduces the main concepts of the field, including discipline and function frameworks, corporate identity, corporate and employer branding, corporate social responsibility, stakeholder management, storytelling, corporate associations, identification, commitment and acceptability. In order to help reinforce key learning points, grasp the essential facts and digest and retain information, the text offers a comprehensive pedagogy, including: chapter summaries; a list of key words and concepts; case studies and questions at the end of each chapter. Principles are illustrated through a wealth of real life examples, drawn from a variety of big, small, global and local companies such as BMW Group, Hidria, Lego, Mercator, Krka, Barilla, Domino's Pizza, Gorenje, Si Mobil, BP, Harley-Davidson and Coca-Cola. This exciting new textbook is essential reading for all professional corporate marketing and communication executives, as well as undergraduate and postgraduate students of marketing and public relations, not to mention managers who need a complete and accurate view of this increasingly important subject. The chief communication officer at a Fortune 500 multinational corporation today faces the challenges of a rapidly changing global economy, a revolution in communications channels fueled by the Internet, and a substantially transformed understanding of what a 21st-century corporation stands for.

This book provides an accessible framework for describing these forces and the specific communication challenges that they have thrown at the global corporation. The text reviews the evolution of society's response to the development of the modern company and the corporate communication practices that grew up in response to it, as well as examining the impact of globalization, Web 2.0 and the networked enterprise on current corporate relationships with key stakeholders such as customers, employees, shareholders, communities and regulators. In examining these forces and how they are interwoven, the authors offer insights and strategies for deploying effective communication as a strategic business asset in today's global economy. Designed for the advanced student of corporate communication, the book contains updated guidelines for the management of investor relations, community relations and other corporate relationships in the age of social media. Specific recommendations for how to organize and execute effective communication for the contemporary practitioner working in the communication field are also provided. "Goodman and Hirsch's book is essential reading for corporate communications executives. Insightful and practical, it will help them become better counselors to their CEOs, better partners with their C-suite colleagues, and better leaders of their own organizations." Dick Martin, Executive Vice President, AT&T (retired); Author, Secrets of the Marketing Masters "In situating corporate communication issues and practices within the context of globalization, rapid technological change, and the networked organization, Goodman and Hirsch offer readers a compelling and necessary discussion of the forces influencing corporate communication, and they utilize a host of contemporary examples to do so. This book is a must read for researchers and practitioners interested in business, corporate communication, corporate social responsibility (CSR), and environment society governance (ESG) on the global stage. Goodman and Hirsch encourage us all to think carefully about what effective corporate communication should look like in the 21st century." Stacey L. Connaughton, Associate Professor, Department of Communication, Purdue University "In today's global environment, there is no function within a major corporation more important than what is commonly called corporate communication. This new book, Corporate Communication: Strategic Adaptation for Global Practice, written by Goodman and Hirsch, supports that conclusion with comprehensive and convincing evidence. Large companies cannot succeed today without successfully managing relationships with their key constituencies in the context of what is desired by those constituencies. Previously, only the CEO him or herself has been in a position to view all of those audiences with a balanced view of what is ethical and correct behavior. The fully developed corporate communication function of today has evolved to work side by side with the CEO and Boards of Directors. The function not only influences what and how a company speaks, but also how it acts. The Goodman/Hirsch book makes that case more strongly than any text written in the past. It should be must reading for not only the professional communicator but for all CEOs and Boards of Directors to see the unique and priceless value the corporate communication function can bring to the corporate table today." James E. Murphy, Retired Chief Marketing and Communications Officer of Accenture; Chairman & CEO of Murphy & Co. "Goodman and Hirsch capture not only the theory and organization of corporate communication, but its true heart and soul, even as they show you how to ground this practice in a wholly changed and changing world." Raymond C. Jordan, Corporate Vice President Public Affairs & Corporate Communications, Johnson & Johnson

Strategic Corporate Communication: Core Concepts for Managing Your Career and Your Clients' Brands introduces readers to essential strategies in corporate communication. The book centers upon the idea that in order to be successful, communication professionals not only require outward-facing competencies to represent and serve clients, but also personal competencies of self-awareness and self-positioning to manage their careers. The text grounds corporate communication in theoretical research and marketplace practices that demonstrate foundational corporate communication elements such as strategy, brand, storytelling, communities, messaging, context, ethics, influence, research and measurement, leadership and management, and change. Each chapter introduces relevant theory related to a particular topic, ways in which the information can support career planning, and how the content and skills covered in the chapter apply in the context of the work environment or future interactions with clients. Practical application opportunities at both the personal and organizational level encourage careful reflection throughout. The inclusion of SWOT exercises and case studies with guiding questions inspires critical thinking and further exploration. Strategic Corporate Communication is an ideal text for upper-division undergraduate and graduate-level courses in strategic, public relations, corporate, branding, professional, and marketing communication. Ross Brinkert is an award-winning teacher, associate professor, and was inaugural chair of the Corporate Communication Program at Penn State Abington. He holds a Ph.D. in communication sciences from Temple University. Dr. Brinkert's research and applied work address how increasing the engagement of organizational leaders may increase engagement throughout the entire organization. Lisa V. Chewning is an award-winning teacher, associate professor, and chair of the Corporate Communication Program at Penn State Abington. She holds a Ph.D. in communication from Rutgers University. Dr. Chewning's research combines theoretical and applied perspectives to further understand the role of communication in human organization.

This textbook takes a refreshing approach to strategic corporate communication and provides students and practitioners with the tools needed to understand what make a successful communication strategy. It offers s a new way of understanding the way successful communication strategies are constructed and delivered. Using a unique 'reverse engineering' approach, it takes apart the components of corporate communication, examines the mechanics, then rebuilds the strategy for use by communication students and practitioners across a wide range of corporate entities including not-for-profit organisations. This textbook will be recommended reading for advanced undergraduate and postgraduate students studying PR, corporate or strategic communications, either within a business school or media studies department. The book will also appeal to students studying related topics including international relations and media studies, especially those wishing to work in a communications role for a corporate or not-for-profit organisation after university.

Essentials of Corporate Communication

Convention, Complexity and Critique

Trends and Features

Corporate Communication

Theory and Practice

**The Fundamentals of Corporate Communications gives professionals and students in marketing a comprehensive and incisive overview of what modern corporate communications is, and what it can achieve. The author has drawn on extensive business experience in the area and wide ranging research in major corporations to produce an authoritative account of best practice - backed by numerous cases and examples. The book demonstrates how corporate communications affects today's marketing mix and explains how it can support wider marketing objectives. The key elements are covered in depth:
* Who are the key audiences in the present business climate
* The role of Corporate Image and Identity in the communications process
* How communications informs and affects corporate strategy development
* What are the tools of modern communications- from lobbying to brand building
* Using communications in a crisis
* Who should be communicator and why
The book is both highly practical, it is grounded in real business issues, and rigorous in covering the concepts accessibly. It will be an essential text and reference for practitioners and students of marketing.**

**The field of corporate communications describes the practices organizations use to communicate as coherent corporate 'bodies'. Drawing on the metaphor of the body and on a variety of theories and disciplines the text challenges the idealized notion that organizations can and should communicate as unified wholes. The authors pose important questions such as:
- Where does the central idea of corporate communications come from?
- What are the underlying assumptions of most corporate communications practices?
- What are the organizational and ethical challenges of attempting truly 'corporate' communication?
Clearly written with international vignettes and executive briefings, this book shows that in a complex world the management of communication needs to embrace multiple opinions and voices. Rewarding readers with a deeper**

understanding of corporate communications, the text will be a 'must read' for advanced undergraduates, graduate students, and scholars, in the arenas of corporate communications, organizational communication, employee relations, marketing, public relations and corporate identity management. Practitioners in these areas will be provoked to re-examine their assumptions and habits.

Oliver presents an academic commentary and literature review on theoretical concepts of integrated corporate communication, stressing the importance of two way communication and of developing a better understanding of the priorities of others.

The chief communication officer at a Fortune 500, multi-national corporation today faces the challenges of a rapidly changing global economy, a revolution in communication channels fueled by the Internet, and a substantially transformed understanding of what a 21st century corporation stands for. This book investigates these forces and the specific communication challenges that they pose for the global corporation. Examining these forces and how they are interrelated should offer insights and strategies for students of the corporate communication discipline and business leaders to help them deploy effective communication as a strategic business asset in the contemporary global economy. This book focuses on the process of communication in a corporate context; and explores, analyzes, integrates, and applies the theory, practice, and functions of corporate communication. The combination of a theoretical framework for understanding how these forces influence corporate communication with practical guidelines for effective communication within this framework will also be of value to practitioners as well as students of the communication discipline. Designed for the professional whose position requires the creation and management of an organization's communications, this book applies strategic approaches to tactical written and oral communication, and includes a particular emphasis on problem solving and analytical techniques appropriate to global corporate environments. Essential to effective communication in corporate and organizational environments is the ability to understand and apply the concepts of corporate communication as strategic management functions.

A Marketer's Perspective Offering New Concepts, Processes, Tools, and Templates

A Competing Values Perspective

The Key to Successful Public Relations and Corporate Communication

Corporate Communication for Managers

The Power of Corporate Communication

This book examines the evolution of corporate communication in the recent past in the context of the rapidly changing contemporary business environment in India. Using several case studies, it illustrates the growing need for small and large businesses to recognize and form a direct connection with their stakeholders and further explains the effective ways through which specific business requirements are realized by communication managers. The book explores the greater dependency and function of multiple media strategies and their challenges. It also offers various theoretical and practical insights into the successful integration of diverse communication and marketing strategies like employee communication, investor relations, corporate social responsibility and philanthropy, branding, crisis management, and corporate ethics and governance, among others. Lucid and comprehensive, this book will be an essential read for students and scholars of corporate communications, business management, media and communication studies, public relations, and marketing, as well as communication and marketing practitioners.

Communication has become more complex as businesses compete globally. This book explores corporate communication as both a professional practice and as an academic discipline. The essays and case studies provide numerous perspectives on topics such as diversity, sexual harassment, global corporate communications, and communicating corporate culture. These essays are meant to stimulate thought and encourage additional research.

The Third Edition of this market-leading text has been updated and expanded with contemporary case material and more detailed coverage of the main topics and trends in corporate communication. New to the Third Edition: - New chapters on strategic planning and campaign management, research and measurement and CSR and community relations - Greatly expanded coverage of key areas: internal communication, leadership and change Communication, issues management, crisis communication and corporate branding - Other topics to receive new coverage include: public affairs, social media, internal branding and issues of globalization. - New and up-to-date international case studies, including new full-length case studies and vignettes included throughout the chapters. - Further reading and new questions-for-reflection will provide the reader with a means to challenge and further their understanding of each of the topics in the book. - Online teaching material for lecturers and students including:

instructors manual, PowerPoint slides and new international case studies of varied length, SAGE Online journal readings, videos, online glossary and web links Praise for the Second Edition: "This is a must-have reference book for Chief Executives, Finance Directors, Corporate Communicators and Non-executive Directors in this "involve me" era of stakeholder engagement and corporate communications. How I wish I had had this book on my desk as a Chief Reputation Officer!" - Mary Jo Jacobi, Former Chief Reputation Officer of HSBC Holdings, Lehman Brothers and Royal Dutch Shell 'This is a comprehensive and scholarly analysis of corporate communications. It will offer students and practitioners alike a considerable aid to study and understanding which will stand the test of time in a fast changing business' - Ian Wright, Corporate Relations Director, Diageo

Provides an international and management perspective on the field of corporate communication Corporate communication plays an important role in higher-level management to help build and preserve a company's reputation. This intangible yet valuable asset determines the net worth of a company and affects the success of its operations. Corporate Communication: An International and Management Perspective introduces readers to the broad environment of the modern extended organization and provides an understanding of the globalization process. It describes how economic, political, and cultural features of a country affect company decisions and communication and discusses various communication disciplines and practices that are employed in programs and campaigns. This book addresses the key management issues of sustainability and technology and innovation. It also emphasizes the importance of why corporate communication must be seen as a management function and not restricted to a communication process. Presented in five parts, Corporate Communication offers comprehensive chapters covering: The Domain of Corporate Communication; Strategic Application of Communication Practices; International Perspective; Key Management Issues of Sustainability and Technology; and Corporate Communication Contribution to Management. The foundation of Corporate Communication is public relations but also included is the entire range of communication practices and the contribution to management decision making. Conceptualizes corporate communication as a strategic management function which helps management recognize, adjust to, and construct policy related to global issues Emphasizes the critical role that corporate communication plays in making corporate decisions and behaviors more socially responsible and sustainable Demonstrates how corporate communication draws on public affairs, marketing and social media in its strategic planning Emphasizes the critical importance of relationships to corporations and their effect on reputation Provides numerous examples of cases of global problems and how corporations have responded to them Corporate Communication is intended for upper-level undergraduate and graduate students in schools of communication and schools of business and management who want to extend their competence to the global arena and to combine the various communication practices to design strategic programs and campaigns. Course titles include corporate communication, international public relations, corporate public affairs, global marketing communication, global corporate communication, and social media.

Corporate Communications

Streamline Your Corporate Communication to Drive Efficiency and Engagement

A 21st Century Primer

A Marketing Viewpoint

Crafting the Voice and Image of Your Business

This book employs the latest insights from modern marketing into the theory and practice of corporate communication, including the main stages and goals, and highlights the key potentials for the field. It briefly presents the essential features of the methodological and structural sciences in order to illustrate to the reader how, from a marketer's point of view, these new insights can be derived objectively, reliably, and validly for the field of corporate communication according to scientific criteria. The book then introduces the maturity model for modern corporate communication and describes which fields of activity must be gone through in order to be able to implement the change management process towards corporate communication excellence efficiently and effectively. Building on this, it introduces and defines the most important new concepts of corporate communication in the twenty-first century and thus clearly delineates the field of research for this corporate function in the coming years. The book goes on to address the important areas of IT and HR in order to provide a 360° view of the developments to be realized in the field of corporate communication. A "CC self-test" at the end of the book is intended to help the reader immediately recognize where their own organization stands and, against this backdrop, to be able to start the necessary activities towards corporate communication excellence immediately on the basis of the maturity model. "Prof. Dr. Uwe Seebacher takes us on a timely and informative read on what could be the biggest crisis for Corporate Communications – remaining stagnant in a time of great change. With rich context and fine detail, he illuminates the opportunities to reengineer Corporate Communications and quantify its role in truly impacting business. From the importance of predictive intelligence underpinned by authenticity and empathy to building trust, this book is a guide for successful business in the 21st Century. I highly recommend it." Heidi Eusebio, Strategist and Executive Director, Edelman "Uwe Seebacher has once again demonstrated in a well-founded manner what methodological and structural science is capable of - namely, to precisely logically derive the long overdue process of change in the field of corporate communications and thereby make it comprehensible. But he also takes the important next step of operationalizing his thoughts in a directly measurable way by providing an easy applicable concrete process model for reengineering corporate communication with many tips, templates and inputs for HR and IT." Miguel Gimenez de Castro, Head Of Communications Spain, Portugal, Greece and Israel, IBM

Reputation management is the most important theme in public relations and corporate communication today. John Doorley and Helio Fred Garcia argue that most CEOs don't actually pay much heed to reputation and this is to their peril. This book is a how-to guide for professionals and students in public relations and corporate communication, as well as for CEOs and other leaders. It rests on the premise that reputation can be measured, monitored, and managed. Organized by corporate communication units (media relations, employee communication, government relations, and investor relations, for example), the book provides a field-tested guide to corporate reputation problems such as leaked memos, unfair treatment by the press, and negative rumors – and it is this rare book that focuses on practical solutions. Each chapter is fleshed out with real-world experience by the authors and their contributors who come from a wide range of professional corporate communication backgrounds. This new edition features new and updated examples throughout, two new chapters on social media and public relations consulting, a new textbox feature in each chapter relating key communication theories to the practice of public relations and corporate communication, expanded coverage of global issues, and a new Companion Website at: www.routledge.com/textbooks/doorley, featuring lecture materials for instructors and extensive learning resources for students and professionals.

Strategic Corporate Communication in the Digital Age explores how contemporary communication approaches are crossing boundaries as innovative media formats and digital transformations offer new challenges and opportunities to academia and practitioners.

Corporate communication is a dynamic interplay of complementary and often competing orientations: unity and variety, consistency, and creativity. This title offers a coherent, integrative approach by examining the topic and tasks from the framework of the Competing Values Perspective. This perspective allows for the exploration of corporate communication as a unified, highly interdependent function.

CORPORATE COMMUNICATION

Implementing Practices for Effective Reputation Management

Managing Corporate Communication

Fundamentals of Corporate Communications

Strategic Corporate Communication in the Digital Age

Corporate Communication by Paul A. Argenti shows readers the importance of creating a coordinated corporate communication system, and describes how organizations benefit from important strategies and tools to stay ahead of the competition. Throughout the book, cases and examples of company situations relate to the chapter material. These cases provide readers with the opportunity to participate in real decisions that managers had to make on a variety of real problems.

A Cross-Cultural Approach

Role of Language and Corporate Communication in Greater China

Innovative Perspectives on Corporate Communication in the Global World

A Guide to Theory and Practice