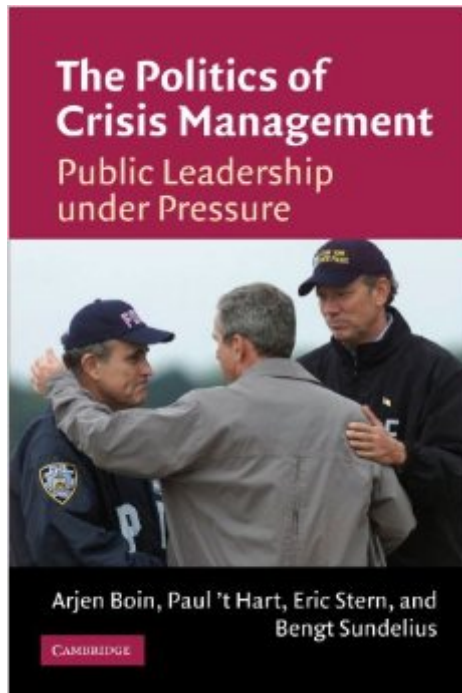


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# The Politics Of Crisis Management: Public Leadership Under Pressure



## Synopsis

In times of crisis, communities and members of organizations expect their leaders to minimize the impact of the crisis at hand, while critics and bureaucratic competitors try to seize the moment to blame incumbent rulers and their policies. In this extreme environment, policy makers must somehow establish a sense of normality, and foster collective learning from the crisis experience. This uniquely comprehensive analysis examines how leaders deal with the strategic challenges and political risks they face. It is based on over a decade of collaborative, cross-national research.

## Book Information

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## Customer Reviews

I worked as a public safety and fire service director for 30 years and endured many political decisions that were confusing . This book explains the political mind better than any book I have read. This book is a must- read for mid-level and executive managers at all government levels. Great book!

This is a good book for an introduction to crisis management and the political environment in which crisis managers operate. It reviews some of the empirical research, and gives ideas for prudent crisis leadership. However, it does neither of these in extreme detail, so this is not an exhaustive text. But, the authors do not mean it to be. They note that it is an exercise in in theory building and policy reflection rather than in theory testing and policy designThe premise of the book is that crisis leadership involves five critical tasks: sense making, decision making, meaning making, terminating,

and learning. The book distills the authors' extensive international research and teaching regarding these tasks. So, this book makes a very good starting point for the study of this field, but you will need to supplement it to get a complete picture. I recommend the book for what it offers, which is an empirical look into this complex world.

If you talk to anyone involved in emergency services the common problem with every large event-"COMMUNICATIONS". Communications between responders, the responders and government, the government and the press, and the press and the people. Any communications problem makes the incident harder to manage; once incorrect or misinformation is out it is nearly impossible to correct. This book shows commonly made communication error and makes helpful suggestions on how to avoid them. I recommend this book to any potential Incident Commander, Public Information Officer, Journalist, and Elected or Appointed Official.

Authored by some of the world's most-sited writers on the field of crisis management, this book is an absolute "must" for politicians, policy-makers and top-leaders. The book is small in size, but very compact and requires concentration and time to read. Still, it is extremely well written and offers a comprehensive over-sight of the field.

Finally brains instead of wishful thinking and pious admonishment! Rather than spending a lot of ink on the trivia of "Five steps to becoming Great Leader," the authors provide a common sense, intellectual approach to the exceedingly complex field of crisis leadership. The book offers a lucid, eminently readable analysis of leadership in the turbulent environments - the territory where leaders are either made or broken. Delightfully, the crisp text is academic yet entirely free of jargon. Mercifully, it does not contain platitudinous and quite gagging passages on "how to," supported by apocryphal examples of industrial tycoons managing crises both heroically and single-handedly. The authors summarize their approach as "task-oriented," and rightly so. By describing the mechanisms of crises and their impact on leaders, the authors present their readers with a set of intellectual tools rather than either an annoying sermon on team building, or an exceedingly dull treatise on crisis psychology. It is a crisp tome, well referenced and thoroughly academic, yet delightful to read. More importantly, the book will give any intelligent person enough knowledge to both understand the mechanics of crises, and comprehension of the underlying "rule set" whose application constitutes the essence of effective approach to practically any crisis or disaster. The works of Patric Lagadec, another authority on the subject, provide a splendid (and at times

wonderfully wry) companion to the book by Boin and his colleagues. In the monotony of courses on leadership dully taught at almost any college and university, this book provides a fresh wind that points at the essentials of leadership when it counts most, rather than a bland pap of unimaginative management styles disguised as "leadership."

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