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Veränderung des Corporate Images in Folge einer internationalen Unternehmenskrise

By Jennifer Kint

Grin Verlag GmbH Jun 2014, 2014. Taschenbuch. Book Condition: Neu. 210x148x3 mm. This item is printed on demand - Print on Demand Titel. Neuware - Studienarbeit aus dem Jahr 2014 im Fachbereich Medien / Kommunikation - Public Relations, Werbung, Marketing, Social Media, Note: 1,0, International School Of Management, Standort Frankfurt, Veranstaltung: Global Communications & Corporate Identity, Sprache: Deutsch, Abstract: Jedes Unternehmen profitiert von einem positiven Image in der Öffentlichkeit. So tat dies auch die Reederei Costa Crociere, die als Europas größte Kreuzfahrtgesellschaft einen guten Ruf genoss und bei Urlaubern beliebt war - bis zu dem Tag, an dem eines ihrer Schiffe, die 'Costa Concordia', am 13. Januar 2012 havarierte. Thema dieser Arbeit ist die Veränderung des Corporate Images von Costa Crociere in Folge der durch fehlerhafte Kommunikation ausgelösten internationalen Unternehmenskrise nach dem Unglück der 'Costa Concordia' vor der italienischen Insel Giglio. Die geleistete Krisenkommunikation wird kritisch evaluiert und rückwirkende Verbesserungsvorschläge bzw. Handlungsempfehlungen gegeben. Außerdem wird die Bedeutung der internationalen und interkulturellen Aspekte des Konflikts gesondert herausgehoben. Die Krisen-PR ist die Königsdisziplin innerhalb der PR-Arbeit. In dieser Situation können die PR-Verantwortlichen ihr Können beweisen. Es wird ebenfalls deutlich, ob die bislang geleistete PR-Arbeit strategisch ausgerichtet, operativ richtig umgesetzt und auf Krisensituationen...



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