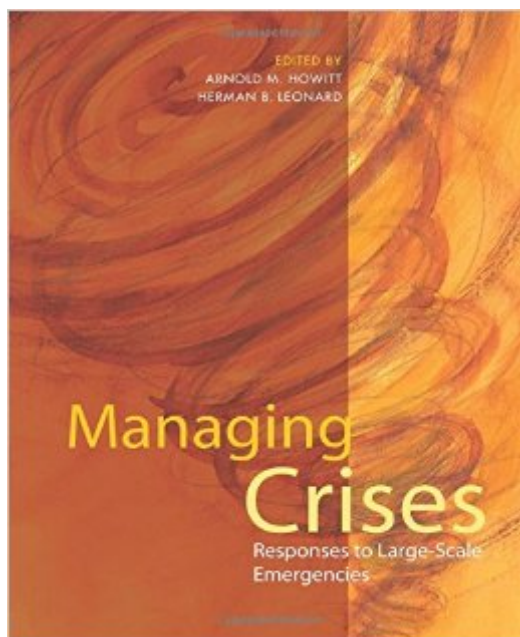


The book was found

# Managing Crises: Responses To Large-Scale Emergencies



## Synopsis

From floods to fires, tornadoes to terrorist attacks, governments must respond to a variety of crises and meet reasonable standards of performance. What accounts for governments effective responses to unfolding disasters? How should they organize and plan for significant emergencies? With fifteen adapted Kennedy School cases, readers experience first-hand a series of large-scale emergencies and come away with a clear sense of the different types of disaster situations governments confront, with each type requiring different planning, resourcing, skill-building, leadership, and execution. Grappling with the details of flawed responses to the LA Riots or Hurricane Katrina, or with the success of the Incident Management System during the Pentagon fire on 9/11, readers start to see the ways in which responders can improve capabilities and more adeptly navigate between technical or operational needs and political considerations.

## Book Information

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## Customer Reviews

This book was required for one of my Master's classes. It deals with emergency management by utilizing case studies ranging from Hurricane Katrina to the SAR's outbreak. Excellent book for emergency managers and planners.

I study crisis communication, so when I took a class outside of my department I was delighted to discover this as one of the required texts. I would never have learned about the intricacies of the LA Riots, or even probably ever heard of the Baltimore Tunnel fire (did you know about the tunnel fire in

Baltimore in 2001? I never heard of it before reading in this book!)The case that is most striking to me is probably the 9/11 Pentagon case. Every case study I've read on 9/11 focuses on the WTC (understandably), but this one looks at the Pentagon. The case is compelling and stands out as an exemplar of excellent practice in a tough situation.I recommend this book to anyone who studies crises, or who simply wants good accounts of best- and worst-practices.

The case studies are excellent and detailed.Research and references are extensive.Used as text in Homeland Securities course and made for tremendous discussion board

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